

National Transportation Library

Section 508 and Accessibility Compliance

The National Transportation Library (NTL) both links to and collects electronic documents in a variety of formats from a variety of sources. The NTL makes every effort to ensure that the documents it collects are accessible to all persons in accordance with Section 508 of the Rehabilitation Act Amendments of 1998 (29 USC 794d), however, the NTL, as a library and digital repository, collects documents it does not create, and is not responsible for the content or form of documents created by third parties. Since June 21, 2001, all electronic documents developed, procured, maintained or used by the federal government are required to comply with the requirements of Section 508.

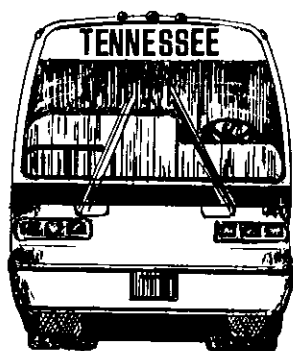
If you encounter problems when accessing our collection, please let us know by writing to librarian@bts.gov or by contacting us at (800) 853-1351. Telephone assistance is available 9AM to 6:30PM Eastern Time, 5 days a week (except Federal holidays). We will attempt to provide the information you need or, if possible, to help you obtain the information in an alternate format. Additionally, the NTL staff can provide assistance by reading documents, facilitate access to specialists with further technical information, and when requested, submit the documents or parts of documents for further conversion.

Document Transcriptions

In an effort to preserve and provide access to older documents, the NTL has chosen to selectively transcribe printed documents into electronic format. This has been achieved by making an OCR (optical character recognition) scan of a printed copy. Transcriptions have been proofed and compared to the originals, but these are NOT exact copies of the official, final documents. Variations in fonts, line spacing, and other typographical elements will differ from the original. All transcribed documents are noted as "Not a True Copy."

The NTL Web site provides access to a graphical representation of certain documents. Thus, if you have any questions or comments regarding our transcription of a document's text, please contact the NTL at librarian@bts.gov. If you have any comment regarding the content of a document, please contact the author and/or the original publisher.

TENNESSEE INTERCITY BUS STUDY



Prepared by
J. R. Wilburn and Associates, Inc.
for
Tennessee Department of Transportation

(Volume I)

TENNESSEE INTERCITY BUS STUDY

VOLUME I STUDY REPORT

Prepared for:

TENNESSEE
DEPARTMENT OF TRANSPORTATION

Prepared by:

J. R. WILBURN AND ASSOCIATES, INC.
Huntsville, Alabama

U. S. Department of Transportation Grant, Project No. TN-09-8002 The preparation of this report was financed through an Urban Mass Transportation Administration Grant, under provisions of the Urban Mass Transportation Act of 1964, as amended, and by funds (20%) from the Tennessee Department of Transportation.

November, 1981

TABLE OF CONTENTS
VOLUME I

<u>Chapter</u>		<u>Page</u>
	LIST OF FIGURES AND TABLES	i
	ACKNOWLEDGMENTS	iii
	EXECUTIVE SUMMARY	S-1
I	INTRODUCTION	1
	Study Purpose	
	Methodology	
II	INVENTORY OF COMPANIES, SERVICES, AND FACILITIES	4
	Companies	
	Services	
	Terminals and Maintenance Facilities	
III	USER CHARACTERISTICS	35
	Passenger Trip Patterns	
	Passenger Profile	
	Package Express Shipment Patterns	
	Package Express User Profile	
	Charter and Contract Services	
IV	TAXES AND FEES	69
	Description of Taxes and Fees	
	Annual Revenues from Taxes and Fees	
V	POLICY ISSUES	80
	The State of the Intercity Bus Industry	
	Concerns Expressed by Passengers and Bus Companies	
	Policy Issue Areas	
	Alternatives for State Action	

VOLUME II

APPENDICES

A.	Company Questionnaires	1
B.	Routes and Communities Served by Scheduled Carriers	16
C.	Selected Characteristics for Scheduled Carriers for Calendar Year 1979	18
D.	Maps Showing Facility Locations for Selected Cities in Tennessee	28
E.	Passenger Survey Interview Form	36
F.	Department of Revenue Forms (RV-0526, Fuel Tax Report) (RV-0015, Franchise and Excise Tax Return)	39

LIST OF FIGURES

<u>Figure</u>		<u>Page</u>
1	Origins and Destinations of the Passenger Survey Sample	45
2	Passenger Volumes and Intercity Bus Carrier Capacity For Selected Route Segments in Tennessee	54
3	Percentage of Available Seats Used Between Tennessee Cities	55
4	Percentage Response Rate for the Passenger Survey Questions (Total Sample)	57
5	Variations in Survey Responses By Trip Type	59

LIST OF TABLES

<u>Table</u>		<u>Page</u>
1	Inventory of Interstate and Intrastate Intercity Bus Companies Currently Operating Within the State of Tennessee	9
2	Inventory of Interstate and Intrastate Work Bus Companies Currently Operating within the State of Tennessee	12
3	Selected Characteristics of Tour Bus, Limousine, and Occasional Charter Companies Currently Operating in Tennessee	15
4	Published Schedules and Frequencies of Scheduled Interstate and Intrastate Bus Carriers From Major Cities in Tennessee	19
5	Selected Service Characteristics of Scheduled Interstate and Intrastate Intercity Bus Companies Operating in Tennessee, 1981	26
6	Service and Operating Characteristics of Work Bus Companies Operating In Tennessee	27
7	Bus Depots, Stations, and Terminals in Cities Over 15, 000 Population in Tennessee	30
8	Characteristics of Selected Carrier Operated Terminal Facilities in Tennessee	32
9	Characteristics of Selected Carrier Operated Maintenance Facilities in Tennessee, 1981	34

LIST OF TABLES (cont.)

<u>Table</u>		<u>Page</u>
10	Passenger Interview Schedule	43
11	Passenger Interview Questionnaire Responses By Origin and Destination Type	44
12	Intrastate Trips in Tennessee on Selected Dates At Selected Trailways Terminals	46
13	Estimated Passenger Tickets Sold At Selected Locations in Tennessee For A Typical Friday	47
14	Passenger On/Off Count, Chattanooga	49
15	Passenger On/Off Count, Johnson City	50
16	Passenger On/Off Count, Knoxville	51
17	Passenger On/Off Count, Memphis	52
18	Passenger On/Off Count, Nashville	53
19	Profile of Passengers Using Intercity Bus Service in Tennessee in Selected Cities	56
20	Profile of Passengers Using Intercity Bus Service in Tennessee By Origin and Destination Type	58
21	Package Express Counts For Selected Intercity Bus Carriers At Selected Locations in Tennessee, 1981, Chattanooga	60
22	Package Express Counts For Selected Intercity Bus Carriers At Selected Locations in Tennessee, 1981, Johnson City	61
23	Package Express Counts For Selected Intercity Bus Carriers At Selected Locations in Tennessee, 1981, Knoxville	62
24	Package Express Counts For Selected Intercity Bus Carriers At Selected Locations in Tennessee, 1981, Memphis	63
25	Package Express Counts For Selected Intercity Bus Carriers At Selected Locations in Tennessee, 1981, Nashville	64
26	Package Express Counts For All Locations	65
27	Profile of Shippers Who Utilize Package Express Service Provided By Intercity Bus Companies in Tennessee, 1981	66
28	Profile of Charter and Contract Service Provided By Scheduled Interstate Carriers in Tennessee, 1981	68
29	Summary of Taxes and Fees Paid	79

ACKNOWLEDGMENTS

In conducting the Tennessee Intercity Bus Study, considerable assistance was received from several professionals concerned with the viability of the intercity bus industry in Tennessee. We would like to thank the members of the Project Management Committee (PMC) for their assistance in reviewing efforts undertaken at various stages of the study process. The Project Management Committee was composed of: Mr. Mal Baird and Mr. Jan Richey of the Tennessee Department of Transportation, Division of Public Transportation and Aeronautics; Ms. Nancy King of the Tennessee Department of Transportation, Legal Division; Mr. Harris Tucker, Tennessee Department of Transportation, Planning Division, and Mr. Andy Rymer of the Tennessee Public Service Commission. The comments received from this committee were extremely helpful in preparing the report.

In addition to agency staff members who provided data, information, or guidance, we would like to thank Mr. Craig Jenkins and Mr. Stanley Chervin of the Tennessee Department of Revenue. Their cooperation and assistance in providing data and direction to the overall effort proved to be invaluable.

We would also like to acknowledge the assistance provided by the bus operators of Tennessee. Their cooperation and assistance proved to be a valuable resource.

We would especially like to acknowledge the efforts of our associate, Mr. Dave Robinson. His contributions throughout the study process helped improve the overall quality and comprehensiveness of the report.

EXECUTIVE SUMMARY

TENNESSEE
INTERCITY BUS STUDY

EXECUTIVE SUMMARY

The Tennessee Intercity Bus Study was initiated by the Tennessee Department of Transportation (TDOT). Overall direction for development of the study design and conduct of the study itself was a cooperative effort of the Department of Transportation and the Tennessee Public Service Commission (TPSC). The Tennessee Department of Revenue also provided important information and data concerning taxes and fees collected from the intercity bus industry in Tennessee. Cooperation from the various bus companies during the conduct of the study was also crucial for completion of various data collection and compilation activities.

The basic purpose of the Tennessee Intercity Bus Study was to collect and compile a basic inventory of the intercity bus industry in Tennessee. Related purposes included the compilation of a reasonably complete data base about intercity bus service and the presentation of tentative findings after an initial analysis of the compiled information. The primary objective of the study was to provide for future use the information base that would be needed to better understand and evaluate alternative public policies regarding intercity bus service, the regulation of those services, and other forms of government involvement or assistance.

Inventory of Companies, Services, and Facilities

All carriers currently operating in Tennessee were categorized into one of the three following groups based on their operational and service characteristics: (1) scheduled interstate and intrastate, (2) work bus, and (3) tour bus, limousine, and occasional charter.

There are sixteen (16) scheduled interstate and intrastate bus companies, twenty-nine (29) work bus, and twenty-four (24) tour bus, limousine and occasional charter bus companies currently operating within Tennessee.

Scheduled interstate and intrastate carriers provide regularly scheduled service throughout the State to more than 220 cities and towns. Published schedules of the various carriers were used to determine the level of service provided to selected cities within the State. Bristol lists 28 arriving and 29 departing buses per day; Chattanooga-41 arriving, 43 departing; Jackson-34 arriving, 32 departing; Johnson City-19 arriving, 17 departing; Kingsport-10 arriving, 10 departing; Knoxville-45 arriving, 58 departing; Memphis-79 arriving, 86 departing, and Nashville-92 arriving, 89 departing.

In addition to the commissioned agent stations found in the smaller towns and cities served by the interstate and intrastate carriers, there are 11 carrier operated terminal facilities and seven (7) carrier operated maintenance facilities in service within Tennessee.

User Characteristics

The results of the analysis of passenger characteristics developed from a passenger interview survey and on/off counts made during the survey work at the major terminals are shown in Figures 1 through 4.

Package express counts were also taken by survey personnel observing carrier personnel loading and unloading the baggage compartments of each bus. The vast majority of package express shipments were large or small boxes. The next most frequently shipped items (in decreasing order) were envelopes, bags, unpacked items and tubes.

Taxes and Fees

All privately-owned bus companies are subject to taxes and fees associated with the privilege of doing business in corporate form in Tennessee. Table 1 below shows the various taxes and fees paid by bus companies in Tennessee.

TABLE 1

SUMMARY OF TAXES AND FEES PAID

Source	Annual Fees	Annual Taxes
Public Service Commission	\$17,000	-0-
A. Application Fees \$ 1,000		
B. Vehicle ID Fees 16,000		
Department of Revenue	\$106,400	\$477,125
A. Excise Tax \$ 17,000		
B. Gross Receipts 125		
C. Franchise Tax 15,000		
D. Fuel Tax 445,000		
E. Vehicle Reg. Fee 106,400		
Local Governments	-0-	\$3,552,000
A. Ad Valorem Tax \$ 3,540,000		
B. Business Tax 12,000		
TOTAL	\$123,400	\$4,029,125
TOTAL FEES AND TAXES	\$4,152,525	

FIGURE 1

ORIGINS AND DESTINATIONS
OF THE PASSENGER SURVEY SAMPLE

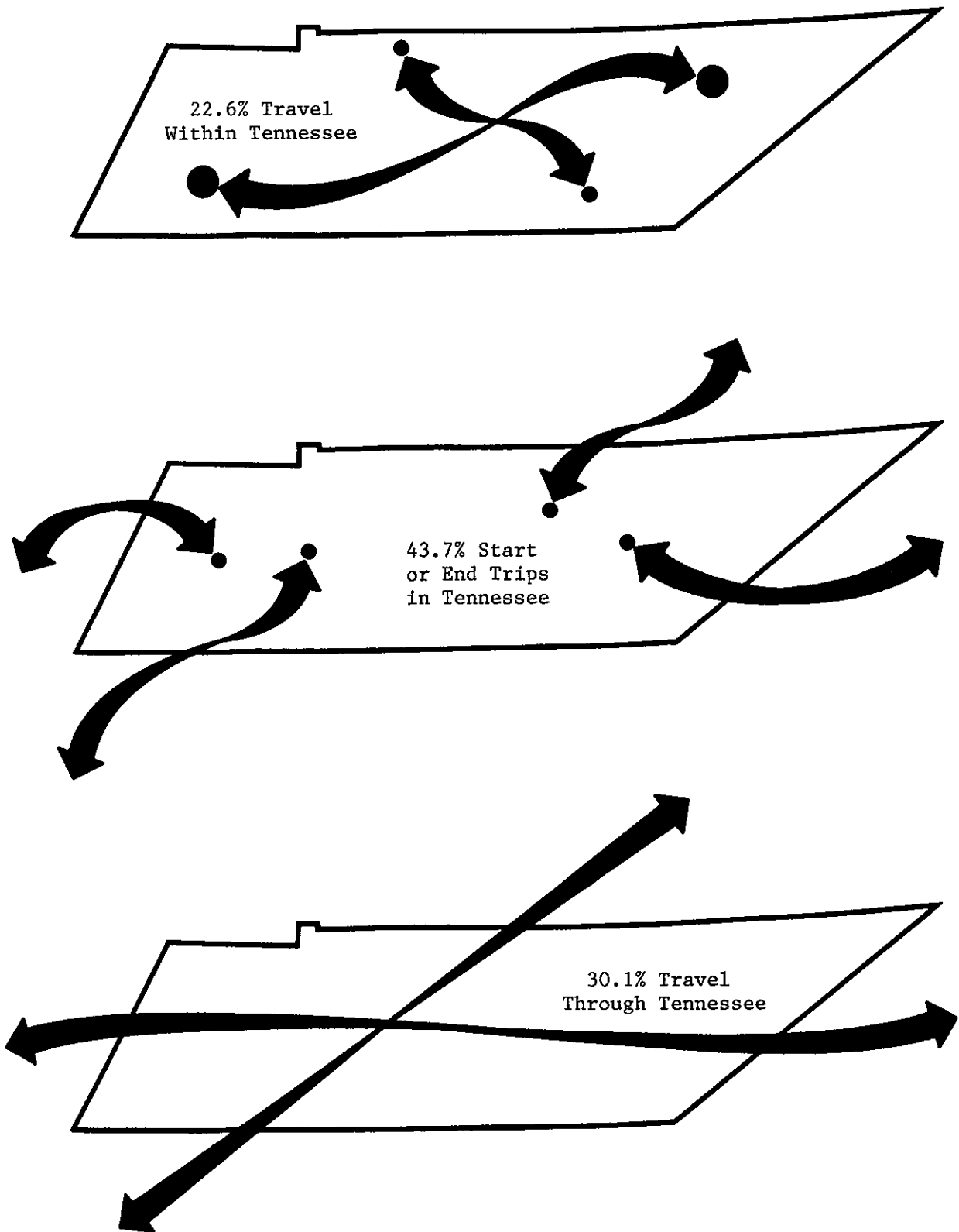
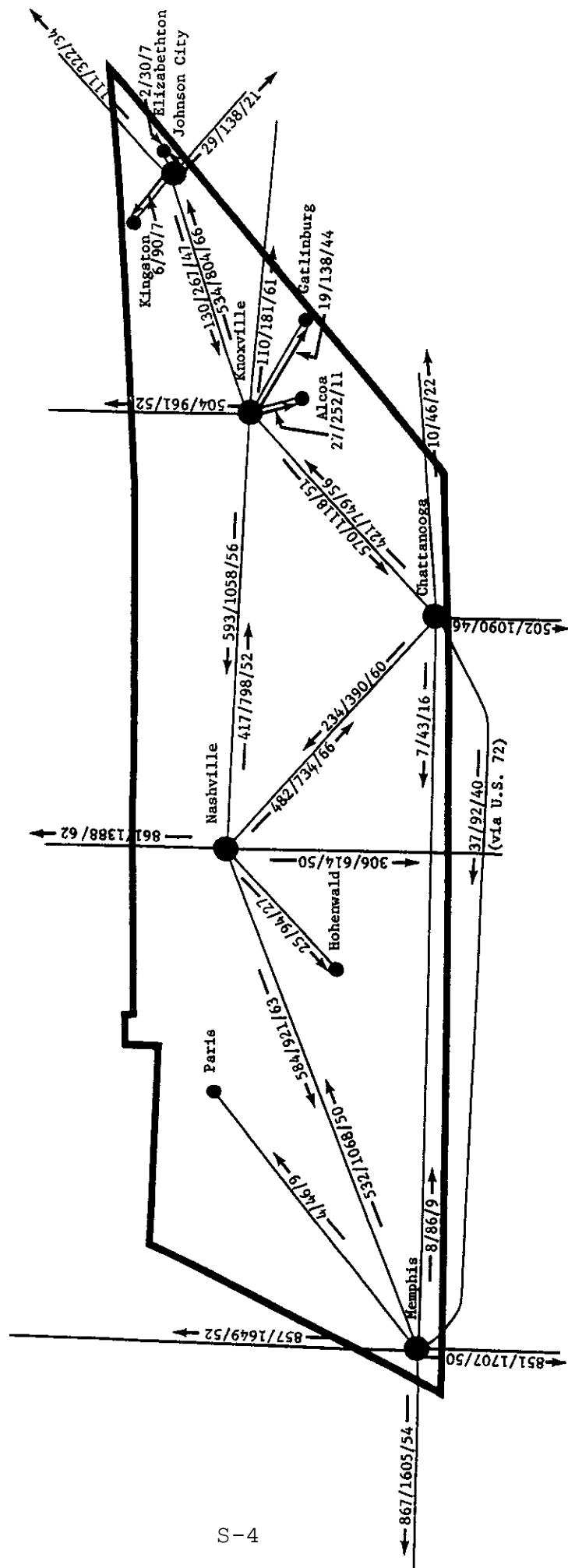


FIGURE 2

PASSENGER VOLUMES AND INTERCITY BUS CARRIER CAPACITY FOR
SELECTED ROUTE SEGMENTS IN TENNESSEE



Source: Passenger On/Off Count Sheets compiled as a part of the Passenger Interview Survey conducted at selected locations on selected dates, 1981 (see Table 10 for specific survey locations and dates).

¹Numerical values indicate the following: passenger volume/route segment seating capacity/percent of route segment seating capacity used on survey date. Arrows indicate principal direction. All values shown are for outbound runs from the major cities in Tennessee.

FIGURE 3

PERCENTAGE OF AVAILABLE SEATS
USED BETWEEN TENNESSEE CITIES

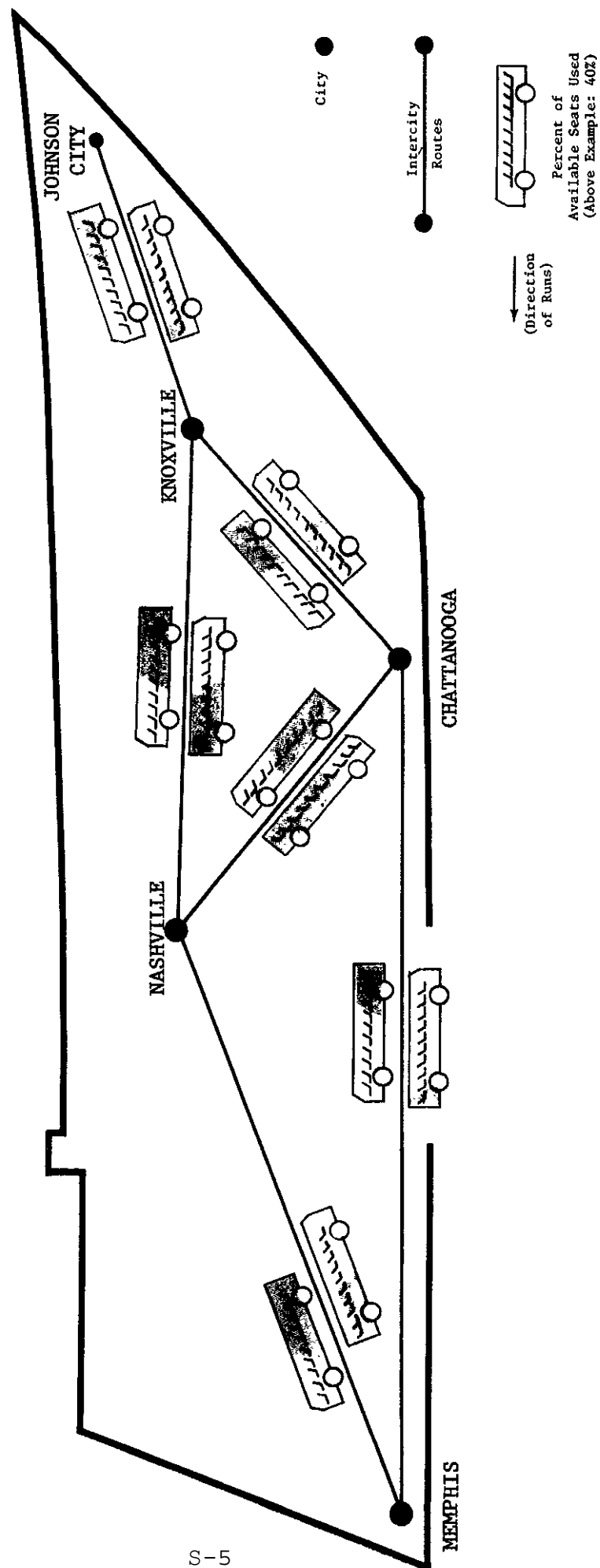
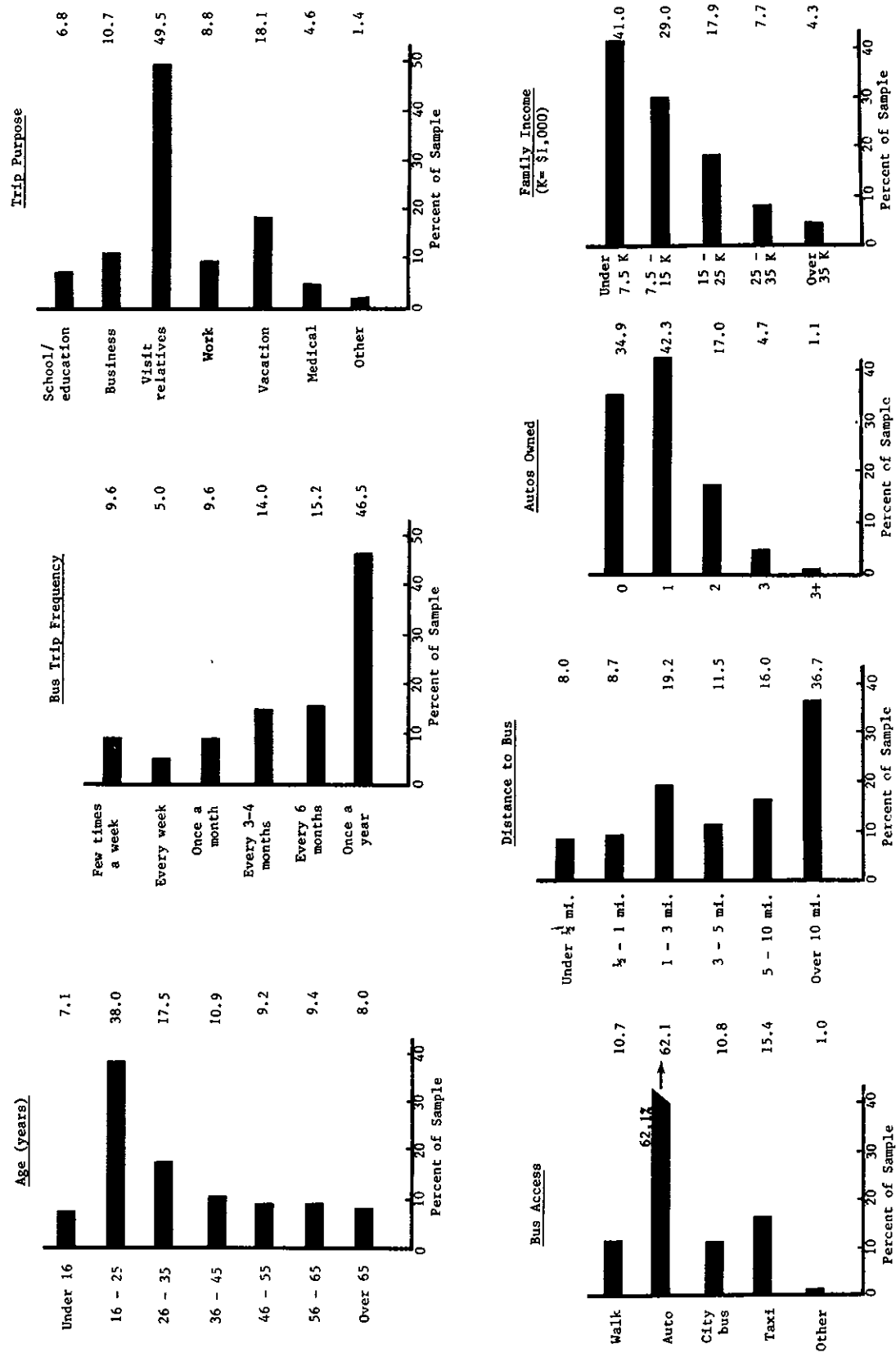


FIGURE 4

PERCENTAGE RESPONSE RATE
FOR THE PASSENGER SURVEY QUESTIONS (TOTAL SAMPLE)



Policy Issues

The basic public policy issue (involving decisions by the State of Tennessee) concerns the type and amount of government involvement in the intercity bus industry in the near future. The most critical problem facing this industry is the long-term decline in passenger traffic carried on regularly scheduled route services. The privately owned and operated companies of the intercity bus industry provide the only publicly available transportation service to travelers and shippers in most small towns of Tennessee. Clearly, the economy of each of these small towns is positively influenced by such service. However, many of the reasons for the long-term decline in passenger traffic result from social, economic, and political trends beyond the control of the bus industry.

Policing and regulating the bus companies for the public good has been the primary involvement at the state level in the intercity bus industry. In-depth analysis of some of the issues described in Chapter V may indicate that changes in the type and amount of government involvement are necessary if intercity bus services are to remain viable as an alternative to the traveling public. Changes in the nature of the regulations that are applied to the industry, and possibly a lessening of the constraints imposed by those regulations, are one way to respond to the current situation facing the bus industry. For example, it may be more effective in local or substate regional markets to allow greater flexibility for market entry by various bus companies and in establishing routes and schedules. This increased flexibility would need to be balanced by stronger public notification requirements and aggressive enforcement of vehicle safety and insurance provisions.

In addition to changes and/or reductions in regulatory involvement by government, several types of financial assistance could also be implemented through state or local governments. The general categories of this assistance are:

- o Provider-side subsidies, which include all forms of financial assistance from federal, state, or local governments that go directly to the firm or company providing the transportation service.
- o User-side subsidies, which include funds paid by the governmental unit providing financial assistance directly to the consumer of the transportation service.
- o Market programs, which include programs conducted at the state level for the intercity bus industry in general to increase public awareness of intercity bus services.
- o Technical assistance, which includes assistance provided to bus companies in dealing with local governments, routes and schedule changes, and understanding information about their markets.

The preceding discussion of several intercity bus policy issues and description of potential forms of governmental assistance is provided for information purposes only. More in-depth analysis would be necessary to fully understand the implications of various actions that could be taken by state and local governments to help maintain intercity bus services.

TENNESSEE INTERCITY BUS STUDY

VOLUME I STUDY REPORT

Prepared for:

**TENNESSEE
DEPARTMENT OF TRANSPORTATION**

Prepared by:

**J. R. WILBURN AND ASSOCIATES, INC.
Huntsville, Alabama**

U. S. Department of Transportation Grant, Project No. TN-09-8002 The preparation of this report was financed through an Urban Mass Transportation Administration Grant, under provisions of the Urban Mass Transportation Act of 1964, as amended, and by funds (20%) from the Tennessee Department of Transportation.

November, 1981

CHAPTER I

INTRODUCTION

The Tennessee Intercity Bus Study was initiated by the Tennessee Department of Transportation (TDOT). Overall direction for development of the study design and conduct of the study itself was a cooperative effort of the Department of Transportation and the Tennessee Public Service Commission (TPSC). The Tennessee Department of Revenue also provided important information and data concerning taxes and fees collected from the intercity bus industry in Tennessee. Cooperation from the various intercity bus companies during the conduct of the study throughout most of 1981 was crucial for completion of various data collection and compilation activities.

Subsequent chapters of this report present information collected during the study and describe some of the findings that resulted from an initial analysis of that information. The information is presented in approximately the same order and format as used in conducting the study: an inventory of companies, services and facilities; a description of user characteristics; a description of intercity bus taxes and fees; and a discussion of relevant policy issues.

Study Purpose

The basic purpose of the Tennessee Intercity Bus Study was to collect and compile a basic inventory of the intercity bus industry in Tennessee. Related purposes included the compilation of a reasonably complete data base about intercity bus service and the presentation of tentative findings after an initial analysis of the compiled information. The primary objective of the study was to provide for future use the information base that would be needed to better understand and evaluate alternative public policies regarding intercity bus service, the regulation of those services, and other forms of government involvement or assistance.

The primary reasons for initiation of the Intercity Bus Study included:

- o The level of scheduled passenger service provided by intercity bus companies in Tennessee has been declining for many years. Most of the small, locally-owned companies that operated in the 1950's and 60's have gone out of business entirely. Even the larger inter-state companies have steadily reduced their passenger service, particularly in rural areas.

- o The carriers cite declining ridership and adverse public policies and programs (for example, excessive regulations, disproportionate taxes, publicly-funded competition) as major reasons for financial problems that necessitate reductions in service. At the same time, pressures are increasing to replace the services formerly provided by private carriers with services operated by public agencies. Public policies regarding intercity bus service need to be understood and evaluated before these trends become irreversible.
- o A number of proposals have been made to deregulate the intercity bus industry at the federal level, and the federal government is proceeding with these proposals. State government needs to be better informed to evaluate the potential effects of federal deregulation.
- o Sections 21 and 22 of the Urban Mass Transportation Act of 1964 (as amended in 1978) authorize federal funds to support intercity bus service. Section 21 makes grants available to states to acquire, construct or improve intercity bus terminals. Section 22 authorizes operating grants to initiate, improve or continue intercity bus service in rural areas. For both Sections, grants are "discretionary." To date, Congress has not appropriated funds for either program, but Tennessee needs to begin collecting basic information and establishing priorities to be able to compete with other states for these funds should they be made available.
- o Section 18 of the Urban Mass Transportation Act of 1964 (as amended in 1978) allows intercity bus companies to receive funding for service in "non-urbanized areas" through "purchase-of-service" arrangements. Therefore, the privately-owned intercity carriers need to become more involved in the planning and development of transportation services by public agencies. Similarly, public agencies need a better understanding of the problems and opportunities associated with the operation of intercity bus service.
- o Tennessee DOT feels that public subsidies should be a "last resort" to ensure adequate intercity public transportation. Any decisions to provide public subsidies should be based on careful evaluation of potential effects and strong evidence that other efforts (for example, tax relief, regulatory reforms, technical assistance) would be insufficient.

Methodology

The Tennessee Intercity Bus Study was divided into five major tasks: finalization of the work program; an inventory of the companies, services, and facilities; evaluation of user characteristics; identification of taxes and fees; and a description of policy issues. Study activities as set forth in the finalized work program were conducted by the consultant under overall direction of the Tennessee DOT Project Manager, with guidance from a multi-agency Project Management Committee.

Information sources for the study included data maintained or provided by: Tennessee DOT, Tennessee PSC, Tennessee Department of Revenue, scheduled interstate and intrastate bus companies, work bus providers, tour bus or limousine companies, passengers on scheduled intercity services, and package express shippers. Data collection activities included review of existing files and reports, distribution of questionnaires to the various bus companies and telephone follow-up as necessary, field surveys and observations at terminal and maintenance facilities, and distribution, compilation, and initial analysis of a passenger and package express shipper survey.

Specifics of the overall approach and associated methodology used for conducting each of the major study tasks are described in detail in the final work program. In some instances, modifications were necessary in response to data limitations or bus company constraints. A description of the methodology used for each major study task is included in subsequent chapters of the report.

CHAPTER II

INVENTORY OF COMPANIES, SERVICES, AND FACILITIES

The primary emphasis during initial data collection activities was on collecting all the carrier administrative, operating authority, financial and equipment/facility information; verifying schedules from Russell's Guide for the scheduled carriers; and obtaining basic information about services and operations from the work bus, occasional interstate, tour bus and limousine operators. Because of differences in the type and amount of services offered by the various categories of carriers, a separate questionnaire was used to obtain needed information from each class of carrier. Copies of the questionnaires are included in Appendix A.

Companies

All intercity bus companies currently operating in Tennessee were originally categorized as scheduled interstate, scheduled intrastate, work buses, occasional interstate, tour bus, and limousine. Because many of these categories are closely related in terms of operations and services, they were combined into the following categories to reflect these similarities: (1) scheduled interstate and intrastate, (2) work bus, and (3) tour bus, limousine, and occasional charter.

Scheduled Interstate and Intrastate Carriers

The scheduled interstate and intrastate carrier companies were initially contacted to review the Final Work Program and comment on revisions that would aid in the data collection effort. Comments received from the carriers and the Project Management Committee were reflected in the final questionnaire form. Questionnaires were then mailed to the carriers for response, but only four of the sixteen responded. The Public Service Commission files were also reviewed to supplement data being collected through the questionnaires. Table 1 reflects the information collected from all sources.

The organizational structure of most of the companies is simple because the companies are fairly small. Greyhound and Trailways, however, have larger, more complex arrangements. Greyhound Lines, Incorporated, is divided into two divisions, Eastern and Western. These divisions include seven (7) regional offices (four in the Eastern Division, three in the Western Division). These regions are subdivided into districts based on volume of business, population, and area (geographical) size. The number of districts within each region varies based on those same variables. There are three districts in Tennessee--Memphis,

Nashville, and Knoxville. These districts are in Region 4 (regional offices located in Atlanta) of the Eastern Division.

The organizational structure of Trailways is headed by the parent holding company, New Trails, Inc. Trailways, Inc., operating directly under the parent company, is comprised of twenty (20) independently owned companies divided into six regions. Each company is essentially one district; however, due to variances in service area sizes, some companies have several districts. The Trailways, Inc., companies serving the State of Tennessee include Trailways Tennessee Lines, Inc., Trailways Southern Line, Inc., and Trailways Southeastern Line, Inc. The State of Tennessee is in Region 3. The regional office is located in Memphis.

The National Trailways Bus System is a membership association of independently owned companies. In addition to the companies under Trailways, Inc., forty-two (42) privately owned companies comprise the nation-wide system. Members of the system serving Tennessee include Blue Ridge Trailways, River Trailways, Southeastern Trailways, and Tri-State Trailways.

Work Buses

Work buses are common carriers that are used to provide daily service for work trips to and from specific job locations. Public Service Commission files and information provided an initial list of work bus companies. Each development district and metropolitan planning organization (MPO) was contacted to verify the list of current carriers. Although not all of the development districts and MPO's responded, the survey proceeded with questionnaires being mailed to the revised list of operators. The rate of return on the questionnaire effort was less than 15 percent. Because of the low response rate, an effort was made to contact each of the nonrespondents by telephone. Another letter and questionnaire was sent to those nonresponding companies unable to be contacted by telephone. The results of these data collection efforts are reflected in Table 2.

Tour Bus, Limousine, and Occasional Charter

The tour bus, limousine, and occasional charter carriers differ from the other carrier types because their service is more demand responsive. There has been a marked increase in these types of carriers over the past several years. Tour bus companies, for example, have almost tripled since the Survey of Intercity Bus Operations in the State of Tennessee was completed in June, 1974.

Data was collected from these carriers using the same methodology previously described for work buses. Although the Final Work Program did not include a questionnaire for these

carrier types, it was felt that more data than was originally outlined in the work scope would be helpful due to the rapid expansion of the tour and sightseeing industry. Table 3 reflects the data findings.

Services

This section discusses and identifies the services and level of service available throughout Tennessee by scheduled carriers and work buses. Due to low response to the questionnaire by the scheduled carriers, some of the service information is not available. Information concerning the schedules of the various interstate and intrastate scheduled-carriers was taken from Russell's Official Motor Coach Guide, March, 1981.

Scheduled Interstate and Intrastate Carriers

Scheduled interstate and intrastate carriers provide regularly scheduled service throughout the State to more than 220 cities and towns. Appendix B shows the various routes radiating from Memphis, Nashville, and Knoxville. There are only three (3) east-west routes through the State; two routes from Bristol to Memphis and one from Chattanooga to Memphis. Table 4 lists all published schedules and frequencies from each of the major cities throughout the State.

Information was requested from each carrier on the types and extent of services provided including regular passenger service, package express, charter, and contract service. Table 5 shows this information for the responding interstate and intrastate carrier companies. Scheduled interstate and intrastate carriers primarily operate between metropolitan areas within the State, therefore, development district data is not considered a relevant measure of service levels.

All carriers are required to report to the Tennessee Public Service Commission annually, prior to May 1. These reports cover the previous year's operations for the company's entire system. Appendix C contains this information for each of the reporting interstate and intrastate scheduled carriers covering calendar year 1979.

Work Buses

Service information collected from work bus companies is contained in Table 6. Most of these companies have been in operation less than two years and, therefore, information concerning ridership trends is not available. Comments on ridership trends recieved from one or two of the carriers revealed that ridership is higher and more stable in the winter months than in the summer months.

Several observations made during the data collection efforts are listed below:

- o Work bus routes usually begin and end from one to two hours before and after shifts,
- o Most work bus companies operate in the East Tennessee Development District around the Knoxville, Oak Ridge, and Maryville-Alcoa areas,
- o Nearly all work buses provide service to "day shift" workers only,
- o Work bus owners and/or operators work at the point of destination, and
- o Equipment used in providing service is generally either retired city transit coaches, school buses, or military buses.

Terminals and Maintenance Facilities

Terminal facilities in Tennessee are currently operated by only scheduled interstate and intrastate intercity bus companies. While some of the smaller companies operate ticket agent stations, Greyhound and Trailways are the only scheduled carriers that actually operate terminals throughout the State. Most of the smaller carriers contract with Greyhound and Trailways for use of terminal facilities in major cities. Table 7 identifies all terminal facilities operated in cities of 15,000 or more population in Tennessee.

Carrier operated facilities are primarily located in the larger metropolitan areas while smaller communities are served by commissioned agent operated stations. Similar passenger and package express services are available at all terminal facilities; however, the carrier operated terminals usually have a higher level of service and provide amenities (such as restaurants) not normally available at the commissioned agent stations.

Prior to commencing the inventory, permission was requested and received from the corporate headquarters of both Greyhound and Trailways. The District Managers of both companies were notified and appointments were set with each terminal manager. The terminal manager at each terminal was interviewed and provided the information shown in Table 8.

Greyhound and Trailways own most of their terminals in the larger cities. In some instances, the terminal facility is owned by a subsidiary of the parent company and leases the facility to the intercity bus company. This type of arrangement is also used for some of the food service operations. Post House, a subsidiary of Greyhound, Inc., operates all restaurants and gift shops in Greyhound terminals in Tennessee, and Trailways

Service Industries operates similar services in the Trailways terminals. Both companies lease floor space to local vendors for such amenities as vending machines and pay television. All of the terminals are located in the downtown areas of the respective cities and have good access to medical facilities, major schools, and most other major destinations. Local taxi and public transit services are also available at all terminals. The terminals were all in sound physical condition and well maintained. Improvements to terminal facilities are made periodically as needs and finances dictate. Maps showing each terminal's location in the downtown areas of the major cities are included as Appendix D.

Most of the scheduled interstate and intrastate carriers operate maintenance facilities to provide necessary repairs and maintenance to their fleet. Table 9 lists all known maintenance facilities in Tennessee and selected characteristics of each facility. The smaller carriers, such as B & C Bus Lines and Tennessee Trailblazers, operate a single facility which performs all necessary repairs and maintenance for the company's fleet, Greyhound and Trailways operate several facilities in Tennessee and provide maintenance to other carriers and private bus owners,

Greyhound has maintenance facilities in Nashville and Memphis and arranges for "on-call" maintenance in other major cities served by the company. Greyhound's maintenance facility in Memphis is one of the major repair facilities in the Greyhound system. The facility is staffed 24 hours a day and is capable of performing all types of maintenance. Buses needing repair throughout the region are brought to the Memphis facility. This facility handles up to 200 buses a week including buses from other carriers such as Gulf Transport. Other carriers using this facility must be approved by the main office. Currently there are several hundred approved to use the facility. The Nashville facility provides general and preventative maintenance oriented to maintaining the safe operation of the bus. Major repairs are sent to Memphis or a similar facility in Louisville, Kentucky.

Trailways operates maintenance facilities in Knoxville, Memphis, and Nashville and, like Greyhound, arranges for "on call" maintenance in other major cities. Each of these facilities offer both major and minor maintenance. Most major maintenance is unit changes. (Unit change refers to replacement of entire units such as transmissions and engines. Rebuilding of major components and painting is handled at larger regional facilities.) Maintenance service at these facilities is also provided to other carriers and individuals when approved by Trailways. "On-call" maintenance in those cities where facilities are not available usually involves a single mechanic providing limited maintenance. If major maintenance is necessary, the bus is taken to one of the company operated facilities for repairs.

TABLE 1

INVENTORY OF INTERSTATE AND INTRASTATE INTERCITY BUS COMPANIES
CURRENTLY OPERATING WITHIN THE STATE OF TENNESSEE

Company	Organizational Arrangements	Key Personnel	Vehicles			Terminals		Maintenance Facilities	Employees in State by Classification No.
			Type	Number	Capacity	Carrier Operator	Commissioned Agent		
Autry Bus Lines ¹ 726 Sevier Rd. Knoxville, TN 37920	Contracts for use of the Trailways terminal in Knoxville	James Autry, President 726 Sevier Road Knoxville, TN 37920 (615) 573-9861		5					
B & C Bus Lines, Inc. ² 266 Joule Street Alcoa, TN 37701	Contracts for use of terminal facilities in Knoxville with Trailways and Greyhound	Diane Dickenson Secretary-Treasurer 266 Joule Street Alcoa, TN 37701 (615) 983-4653	GMC	10	45	Alcoa	N/A	Alcoa	Ticket Agent - - - - - 2 Drivers - - - - - 9 Mechanic - - - - - 1
Blue Ridge Lines, Ltd. ¹ 33 Foxfire Drive Asheville, NC 28803	Now known as Blue Ridge Trailways. Contracts for use of Trailways and Greyhound terminals in Bristol, Eliza- bethton, Johnson City & Kingsport.	Kingsland Hobein, Jr. President 33 Foxfire Drive Asheville, NC 28803 (704) 274-1190		6					
Bristol-Jenkins ¹ Bus Line, Inc. P. O. Box 59 408 East Mary Street Bristol, VA 24201	Contracts for use of the Trailways & Greyhound termi- nals in Bristol & Kingsport.	David S. Francis President P. O. Box 59 Bristol, VA 24201 (615) 669-7351		15					
Brooks Bus Line, Inc. ² 421 Washington Street Paducah, KY 42001	Interline agreement with Greyhound whereby the Paducah (KY) to Nashville run is shared by alter- nating runs. ⁴	Jack Brooks, President 421 Washington Street Paducah, KY 42001 (502) 443-7383	MCI	3	47	N/A	N/A	N/A	N/A all employees are employed in Kentucky)
Cherokee Coach Company ¹ P. O. Box 145 U.S. Highway 411, North Madisonville, TN 37354		Genus O. McConkey President P. O. Box 145 Madisonville, TN 37354 (615) 422-2959		13					
Cleveland Dalton Bus Line, Inc. Rt. 5, Box 44 Cleveland, TN 37311									
Cumberland Bus Lines ¹ Route 6 Mt. Juliet, TN 37122		Franklin Craig President Route 6 Mt. Juliet, TN 37122 (615) 758-9529		2					
Greene Coach Co., Inc. ¹ 919 East Oak Grove Ave. Greeneville, TN 37743	Contracts for use of terminal facil- ities with Trail- ways in Elizabeth- ton & Johnson City.	Ken Ooten, President 919 East Oak Grove Ave. Greeneville, TN 37743 (615) 638-8271		11					

TABLE 1 (Continued)

Company	Organizational Arrangements	Key Personnel	Vehicles			Terminals		Maintenance Facilities	Employees in State by Classification No.
			Type	Number	Capacity	Carrier Operator	Commissioned Agent		
Greyhound Lines, Inc. ¹ Greyhound Tower Phoenix, Arizona 85077	There are three districts in Tennessee, Memphis, Nashville, & Knoxville. These districts are under the Regional office (Region 4 in Atlanta) of the Eastern Division.	Robert Wilson Greyhound Lines, Inc. Greyhound Towers Phoenix, Arizona 85077 (602) 248-5016 or James A. Wellons District Manager 200 Eighth Avenue, S Nashville, TN 37203 (615) 255-3504	MCI		42	Clarksville Chatanooga Jackson Kingsport Knoxville Memphis Nashville	Bristol Columbia Millington Murfreesboro Oak Ridge Rockwood Tullahoma Dyersburg	Nashville Memphis	
Gulf Transport Co. ¹ 505 S. Conception Mobile, AL 36603	Contracts for use of Greyhound terminals in Memphis, Jackson, & Chatanooga.	H. B. McIntosh, Vice President of Traffic 505 S. Conception Mobile, AL 36603 (205) 433-3647	MCI		47				
Tennessee Trailblazers, Inc. ² 1000 Fourth Avenue, N Nashville, TN 37219	Contracts for use of the Trailways terminal in Nashville.	Devereaux Davis, President 1000 Fourth Avenue, N Nashville, TN 37219 (615) 256-0181	GMC GMC GMC	10 6 2	38 47 45	N/A	Centerville	Nashville	Dispatcher - - - - - 1 Driver: Full-time - - - - - 10 Part-time - - - - - 8 Shop - - - - - 5 Office - - - - - 3
Trailways, Inc. ¹		John E. Bushong Assistant Controller Financial Reporting & Analysis 1500 Jackson Street Room 728 Dallas, TX 75201 (214) 655-7711 or R. A. Foiles, Regional Vice President 327 Gayso Avenue Memphis, TN 38103 or Howard W. Loring District Manager 711 Fifth Avenue, S Nashville, TN 37203 (615) 256-7141				Bristol Cleveland Elizabethton Chatanooga Jackson Johnson City Knoxville Memphis Nashville	Memphis Murfreesboro Oak Ridge Rockwood	Knoxville Nashville Memphis	
Tri-State Transit Co., Inc. ² 2807 Farrisview Memphis, TN 38118	Contracts for use of terminal facilities in Memphis from Trailways.		Silver Eagle	7	46	N/A			
West Memphis Transpor- ¹ tation Co. ¹ P. O. Box 400 581 South Second Street Memphis, TN 38101									

TABLE 1 (Continued)

Company	Organizational Arrangements	Key Personnel	Vehicles			Terminals		Maintenance Facilities	Employees in State by Classification No.
			Type	Number	Capacity	Carrier Operator	Commissioned Agent		
Yellow Coach Lines, Inc. P. O. Box 287 520 East Mary Street Bristol, VA 24201		Tom Campbell, President P. O. Box 287 Bristol, VA 24201 (703) 669-4841							

Footnotes:

¹ Source: 1979 Annual Report to the Interstate Commerce Commission on file with the Tennessee Public Service Commission, Nashville, Tennessee, May, 1981.

² Source: Information received as a result of the mail-out questionnaire (see Final Work Program, pp. 5--14).

³ Source: Russell's Guide. Part 2, December, 1980, pp. 31--106.

⁴ Brooks Bus Line has operating authority from Paducah, Kentucky, to Clarksville, Tennessee, Greyhound Lines, Inc., has operating authority from Nashville to Clarksville. Neither company has full authority for the entire Nashville to Paducah route. Therefore, the two companies share authority, through contractual agreement, by alternating the runs so that passengers do not have to change buses in Clarksville.

TABLE 2

INVENTORY OF INTERSTATE AND INTRASTATE WORK BUS COMPANIES
CURRENTLY OPERATED WITHIN THE STATE OF TENNESSEE¹

<u>Company</u>	<u>Key Personnel</u>	<u>Ownership Arrangement</u>	<u>Development District Served</u>
Thomas Allison Route 4 Madisonville, TN 37354	Thomas Allison Route 4 Madisonville, TN 37354	Driver for D & S Bus Lines	East Tennessee
B & H Transit, Inc. 868 Sky Blue Drive Knoxville, TN 37919	Charles Hinton, Owner 868 Sky Blue Drive Knoxville, TN 37919 615/693-7502	Corporation	East Tennessee
B-J Commuter Services, Inc. P. O. Box 70 Iron City, TN 38463	B-J Richardson, Owner P. O. Box 70 Iron City, TN 38463 205/766-1505	Corporation	South Central Tennessee
Burbank Bus Lines Route 2 Roan Mountain, TN			
C & H Bus Line 219 N. Kingston Ave. Rockwood, TN 37854			
Campbell Bus Line Rt. 2, Vinsant Estates Jacksboro, TN 37757			
Ray Claiborne 222 Woodlawn Street Maryville, TN 37801	Ray Claiborne, Owner 222 Woodlawn Street Maryville, TN 37801 615/982-0458	Individual	East Tennessee
D & S Bus Lines Route 1, Shady Lane Maryville, TN 37801	Harry L. Disney and Walter R. Sneed, Partners Route 1, Shady Lane Maryville, TN 37801 615/982-3377	Partnership	East Tennessee
Elk River Lines 302 Atlantic Tullahoma, TN 37388			
Fred's Bus Line Lawrenceburg, TN 37219	Fred Egly 615/762-8775		South Central Tennessee
Carl Gable P. O. Box 205-B Oscar Armstrong Road Strawberry Plains, TN 37871	Carl Gable P. O. Box 205-B Oscar Armstrong Road Strawberry Plains, TN 37871 615/933-7298		East Tennessee
William Gillespie Route 22, Schaad Road Knoxville, TN 37921	William Gillespie Route 22, Schaad Road Knoxville, TN 37921 615/691-8391	Corporation	East Tennessee

TABLE 2 (Cont.)

<u>Company</u>	<u>Key Personnel</u>	<u>Ownership Arrangement</u>	<u>Development District Served</u>
Grey Line of Nashville 501 Broadway Nashville, TN 37203			
Joel Horton 2105 Farris Road Maryville, TN 37801	Joel Horton, Owner 2105 Farris Road Maryville, TN 37801 615/983-9160	Individual	East Tennessee
Kingston X-10 Bus Pool 608 Patton Ferry Road Kingston, TN 37763	Howard Clower 608 Patton Ferry Road Kingston, TN 37763 615/376-6759		East Tennessee
Loudon County Commuter Bus line Route 6, Box 325 Lenoir City, TN 37771	William C. Smith Route 6, Box 325 Lenoir City, TN 37771 615/986-6706		
Memphis-West Memphis Transit Company P. O. Box 400 Memphis, TN 38101	See Southern Cab Co.		Memphis-Delta
P & W Bus Lines P. O. Box 149 Clarksville, TN 37040			
Pacific Transports 1045 Semmes Memphis, TN 38111			
Powell Bus Lines Route 6, Helen Drive Powell, TN 37849	Walter Cowden, Owner Route 6, Helen Drive Powell, TN 37849 615/947-6777	Individual	East Tennessee
Roan Mountain Bus Company Route 1, Licklog Road Newland, NC 28657			
Roane County Bus Lines Route 4, Box 225-B Harriman, TN 37748	R. K. Hull, Owner Route 4, Box 225-B Harriman, TN 37748 615/882-5618	Individual	East Tennessee
Rev. Ballard Russell 1408 Forty Foot Street Newport, TN 37821	Rev. Ballard Russell 1408 Forty Foot Street Newport, TN 37821 615/623-7912	Individual	First Tennessee
Southern Cab Company P. O. Box 400 Memphis, TN 38101	Ham Smythe, Owner P. O. Box 400 Memphis, TN 38101 901/526-8358		Memphis-Delta

TABLE 2 (Cont.)

<u>Company</u>	<u>Key Personnel</u>	<u>Ownership Arrangement</u>	<u>Development District Served</u>
T & P Transportation 156 Luna Lane Hendersonville, TN 37075			
Tennessee Coach Company 919 E. Oak Grove Avenue Greeneville, TN 37743			
Tennessee Overland Transit Line 207 Spring Creek Road Chattanooga, TN	L. F. McEwen, Owner 207 Spring Creek Road Chattanooga, TN 615/894-1569	Individual (temporarily suspended operations	Southeast Tennessee
Toonerville Trolley Route 4, Beals Chapel Rd. Lenoir City, TN 37771			
Herman Trentham Route 1 Newport, TN 37821	Herman Trentham, Owner Route 1 Newport, TN 37821 615/623-7125	Individual	First Tennessee

¹ List of Work Bus Companies was compiled from the Tennessee Public Service Commission's list of authorized carriers dated June 12, 1980. Updated information was supplied by the various development district staff personnel and the University of Tennessee Commuter Center.

TABLE 3
SELECTED CHARACTERISTICS OF TOUR BUS, LIMOUSINE, AND
OCCASIONAL CHARTER COMPANIES CURRENTLY OPERATING IN TENNESSEE

COMPANY NAME AND ADDRESS	Type of Carrier	General Description of Services	Primary Area of Operation	Vehicles						Major Problems Encountered
				Type	Make	Year	Seating Capacity	Condition	Ownership	
Airport Limousine ¹ Service, Inc. Route 3 Blountville, TN 37616	Limousine	Transports passengers whose trip is to Bristol or Johnson City	Sullivan and Washington Counties	Van	Dodge	1975	10	Good	Owned	Not enough business because of increasing airline rates--people driving
				Van	Dodge	1975	10	Fair	Owned	
				Van	Dodge	1975	10	Fair	Owned	
				Car	Sta. Wgn.	1977	4	Excellent	Owned	
Airport Transportation, Inc. ¹ Metropolitan Airport Terminal Building Ground Floor Nashville, TN 37214	Limousine	Transport passengers from Nashville Metropolitan Airport to hotels and motels in Nashville, Murfreesboro, and Franklin. Runs a shoppers special to Franklin.	Nashville, Franklin, and Murfreesboro	Van	Ford	1981	15	Excellent	Owned	
				Van	Ford	1981	15	Excellent	Owned	
				Van	Ford	1981	15	Excellent	Owned	
				Van	Ford	1981	15	Excellent	Owned	
				Bus	Unknown	1972	40	Good	Leased	
County-Western ¹ Round-Up Tours 2416 Music Valley Drive Nashville, TN 37214	Tour Bus	Sightseeing and tours of the Nashville area in buses of not more than 25	Davidson, Sumner, Williamson, and Wilson Counties	Buses	Argosy (11)	1977 & 1978	26	Good	Owned	
Cinder Tours ¹ c/o White House Inns P. O. Box 469 White House, TN 37188	Tour Bus	Sightseeing and tours in Davidson, Robertson, and Sumner Counties in vehicles having a maximum capacity of 20 passengers Temporarily suspended operations.	Davidson, Robertson, and Sumner Counties							
Clarksville Limousine ¹ Service 670 Chesterfield Drive Clarksville, TN 37040	Limousine	Transports passengers from the Ft. Campbell--Clarksville area to the Nashville Metropolitan Airport	Ft. Campbell, Clarksville, and Nashville	Van	Ford	1980	15	Good	Owned	
				Van	Ford	1980	15	Good	Owned	
				Van	Ford	1981	15	Good	Owned	
				Van	Ford	1981	15	Good	Owned	
Custom Tours ² 1108 Gallatin Road Nashville, TN 37206	Tour Bus									
G & C Enterprises, Inc. ¹ 2626 Music Valley Drive Nashville, TN 37214	Tour Bus	Sightseeing tours of Nashville and surrounding areas	Davidson, Sumner, Williamson Counties and Lynchburg	Van	Dodge	1977	15	Good	Owned	Increasing costs; government regulations and competition
				Van	Dodge	1977	15	Good	Owned	
				Van	Dodge	1974	15	Fair	Owned	
				Bus	GMC	1961	51	Good	Owned	
				Bus	GMC	1961	51	Good	Owned	
				Bus	GMC	1963	53	Good	Owned	
				Bus	GMC	1963	53	Good	Owned	
				Bus	GMC	1963	53	Good	Owned	

TABLE 3 (Continued)

COMPANY NAME AND ADDRESS	Type of Carrier	General Description of Services	Primary Area of Operation	Vehicles						Major Problems Encountered
				Type	Make	Year	Seating Capacity	Condition	Ownership	
Golden Circle Commuter ² 17 Lynley Cove Jackson, TN 38301	Limousine	Transportation of passengers between Jackson Airport and Memphis International Air- port serving intermediate motels and plant sites								
Grand Ole Opry Tours, Inc. ² 2800 Opryland Drive Nashville, TN 37214	Tour Bus		Davidson and Contiguous counties							
Holiday-Nashville Travel Park ¹ 2572 Music Valley Drive Nashville, TN 37214	Tour Bus	Provide sightseeing tours for patrons of the Travel Park to points of interest in the Nashville area	Moore, Rutherford, Sumner, and Williamson counties	Bus Bus Bus Bus	Chevrolet Ford Ford Ford	1974 1975 1979 1981	37 37 28 28	Excellent Excellent Excellent Excellent	Owned Owned Owned Owned	Nashville Transit wants charter and tour business- competing with private enterprise
Kingsport Limousine Service ¹ 1728 N. Eastman Road Kingsport, TN 37664	Limousine	Transports passengers between Kingsport and Tri-Cities Airport	Sullivan County, Tennessee, and three counties in Kentucky and virginia	Van Van Sta. Wgn Sta. Wgn. Sta. Wgn.	Dodge Dodge Chevrolet Plymouth Ford	1973 1975 1975 1975 1975	11 11 9 9 5	Good Good Good Good Good	Owned Owned Owned Owned Owned	
Knoxville Tours, Inc. ¹ 5833 Clinton Highway P. O. Box 12580 Knoxville, TN 37912	Charter and Tour Bus	Tour broker and charter service operating escorted tours out of Knoxville and Chattanooga	East Tennessee	Bus Bus Bus Van Van Van	MCI MCI GMC Dodge Dodge Ford	1978 1979 1962 1978 1976 1976	47 47 39 15 15 12	Excellent Excellent Excellent Good Good Good	Owned Owned Owned Owned Owned Owned	Need more operating authority
Lebanon KOA Tours, Inc. ¹ P. O. Box 89 Lebanon, TN 37087	Tour Bus	Sightseeing tours of the Nashville area in vehicles not exceeding 25 passengers	Davidson, Sumner, and Wilson Counties	Van Van	Dodge Dodge		15 15	Fair Fair	Owned Owned	
Limousine Unlimited, Inc. ¹ 1631 Lebanon Road Nashville, TN 37210	Limousine	General--all types of service	Any destination, entire state of Tennessee	Limousine Limousines	1 VIP-Cadillac 2 VIPS 2 Regular 7 Others	1981 1978 1980 Late 70's	6 6 6 6	Excellent Excellent Excellent Excellent	Owned Owned Owned Owned	

TABLE 3 (Continued)

COMPANY NAME AND ADDRESS	Type of Carrier	General Description of Services	Primary Area of Operation	Vehicles						Major Problems Encountered
				Type	Make	Year	Seating Capacity	Condition	Ownership	
Maples & Ogle Transportation ¹ Co., Inc. 805 Parkway Gatlinburg, TN 37738 (Gray Line--Gatlinburg)	Tour Bus	Sightseeing tours of the Gatlinburg and Smokey Mountain National Park areas	Gatlinburg and Surrounding Vicinity	Bus	International	1968	20	Good	Owned	
				Bus	Argosy	1976	24	Good	Owned	
				Bus	Argosy	1977	26	Good	Owned	
				Bus	GMC	1962	38	Good	Owned	
				Bus	Silver Eagle	1966	46	Good	Owned	
Mountain View Sightseeing ² Corporation P. O. Box 727 500 Parkway Gatlinburg, TN 37738										
Music City Services, Inc. ² 501 Broadway Nashville, TN 37203	Tour Bus	Owner of Gray Line of Nashville, Memphis, and Chattanooga (also known as Sightseeing Chattanooga) and Sightseeing Tennessee	All major points of interest throughout the State of Tennessee							
Nashville Country Tours ¹ Rock Fork Road Route 2 Smyrna, TN 37167	Tour Bus	General sightseeing within Rutherford County	Rutherford County	Bus	Argosy	1978	26	Excellent	Owned	
				Van	Dodge	1976	14	Excellent	Owned	
Service Cab Company ¹ 281 Ski Mountain Road Gatlinburg, TN 37738 (Smokey Mountain Scenic Tours)	Tour Bus	Round trip sightseeing and pleasure tours of the Gatlinburg and Cades Cove areas	Gatlinburg Vicinity	Van	Dodge	1974	13	Fair	Leased	
				Van	Plymouth	1974	14	Fair	Leased	
				Bus	GMC	1978	20	Fair	Leased	
				Bus	GMC	1981	21	Excellent	Leased	
Stardust Tours, Inc. ² P. O. Box 120396 1504 Demonbreun Nashville, TN 37212	Tour Bus	Sightseeing tours commencing and ending in Davidson County in vehicles with a capacity of not more than 25 passengers	Davidson and Sumner Counties							
Smile-A-While Tours, Inc. ¹ P. O. Box 50075 1505 Dresden Circle Nashville, TN 37215	Tour Bus	Temporarily suspended business.								

TABLE 3 (Continued)

COMPANY NAME AND ADDRESS	Type of Carrier	General Description of Services	Primary Area of Operation	Vehicles						Major Problems Encountered
				Type	Make	Year	Seating Capacity	Condition	Ownership	
Tours by Meneses ² P.O. Box 944 Pigeon Forge, TN 37863	Tour Bus	Round trip tours	Gatlinburg and Great Smokey Mountains National Park area							
Twin State Coach Lines ¹ P. O. Box 826 Bristol, VA 24201	Charter and Tour Bus	Provide charter service to groups for various purposes	Mountain City, TN area	Bus	MCI 5A	1966	39	Good	Owned	Lack of adequate number of charter pick-up points within Tennessee
Johnny Walker Tours ¹ 97 Wallace Road Nashville, TN 37211	Tour Bus	Round trip tours of the Nashville area in vehicles having a capacity of not more than 25 passengers	Williamson, Davidson, and Sumner Counties	Busette Busette Van Van Van Van Bus Bus	Chevrolet Chevrolet Dodge Dodge Dodge Dodge Superior Superior	1978 1980 1979 1981 1978 1980 1978 1980	17 11 15 15 15 15 25 24	Good Good Good Good Good Good Good Good	Owned Owned Owned Owned Owned Owned Owned Owned	
Footnotes:										
¹ Source: Tennessee Intercity Bus Study Tour Bus, Limousine, and Charter Bus Companies Questionnaire and follow-up effort, J. R. Wilburn and Associates, Inc., June, 1981.										
² Source: <u>1979 Annual report to the Interstate Commerce Commission</u> on file with the Tennessee Public Service Commission, Nashville, Tennessee, May, 1981.										

TABLE 4

PUBLISHED SCHEDULES AND FREQUENCIES OF SCHEDULED
INTERSTATE AND INTRASTATE INTERCITY BUS CARRIERS FROM MAJOR CITIES IN TENNESSEE

<u>BRISTOL</u>					
ARRIVALS		CITY	DEPARTURES		LINE
A.M.	P.M.		A.M.	P.M.	
10:05	8:50	Ashville		2:15, 6:15	Blue Ridge Trailways
	5:50	Bluefield	10:10		Dominion Trailways
	7:25	Harland, KY	8:15		Bristol-Jenkins
9:00 ²	3:50 ¹	Kingsport	9:40 ¹	6:25 ¹	Bristol-Jenkins
4:20, 10:15	3:30, 3:40 8:55, 10:45	Knoxville	3:55, 7:45 7:55	2:15, 6:15 10:45, 11:40	Trailways
2:40, 8:35	1:30, 7:55	Memphis	4:15, 9:35	9:30	Greyhound
11:20, 10:25	3:00	Middlesboro	8:30	2:00, 2:45	Bristol-Jenkins
		Nashville		5:55	Greyhound
3:55, 8:00	11:45, 2:15 6:15	Roanoke	4:20, 10:15	3:30, 8:55 10:45	Trailways
4:15, 9:30	5:40, 9:25	Washington	2:40, 8:40	1:35, 7:55	Greyhound
<u>CHATTANOOGA</u>					
4:50	1:20, 9:45	Ashville	3:45, 10:30	5:10	Trailways
5:25 ³ , 11:15	3:15	Atlanta	7:30	12:35, 3:30	Greyhound
3:15, 6:30 9:50	8:35	Atlanta	12:15, 5:00 11:25	5:00, 8:15	Trailways
	1:00, 3:20	Birmingham		3:20	Greyhound
6:35, 9:15	10:50	Chicago	1:25, 6:00 11:30		Greyhound
12:55, 4:40 9:10	3:05	Cleveland/Cincinnati	2:35, 11:30	3:50, 9:20	Greyhound
		Jacksonville	3:25, 7:10 9:40		Greyhound
12:10, 4:40 11:15	4:35, 8:55	Knoxville	3:30, 7:00 10:00	4:20, 5:10 8:45	Trailways

TABLE 4 (Cont.)

CHATTANOOGA (Cont.)

ARRIVALS		CITY	DEPARTURES		LINE
A.M.	P.M.		A.M.	P.M.	
11:55	8:00	Knoxville	6:30	1:30	Greyhound
	9:35	Louisville			Greyhound
	3:50	Memphis	11:10		Gulf Transport
1:10, 5:25 10:55	3:35, 9:00 9:10	Miami	5:10, 9:30	3:30, 5:40 11:10	Greyhound
7:50 ²		Nashville	11:15 ²		Trailways
	3:05	Nashville	6:30	6:15	Greyhound
8:00	9:10	New Orleans	8:00		Greyhound
3:00	5:05	St. Louis/Evansville		3:55, 10:15	Greyhound
2:35		St. Petersburg	1:15		Greyhound

JACKSON

	5:15	Cleveland		7:25	Greyhound
	7:35	Columbus, MS	7:10		Trailways
	4:15	Detroit		12:50	Gulf Transport
	10:50	Detroit			Greyhound
8:15, 2:30	12:45, 12:30 5:15, 8:45	Memphis	12:40, 4:45 11:05	3:00, 4:20 8:00	Trailways
3:00, 8:30 11:35	3:00, 5:05 7:55, 10:00	Memphis	6:15, 9:35	12:40, 5:45 6:55	Greyhound
	4:55	Memphis	7:55		Gulf Transport
11:00, 4:40 12:35	2:55, 7:55	Nashville		12:30, 5:20 8:00	Trailways
6:15	9:45 ³	Nashville	3:00, 7:45 ³ 11:50	5:20	Greyhound
1:50	4:55	New Albany, MS	4:20	9:55	Gulf Transport

TABLE 4 (Cont.)

JACKSON (Cont.)

ARRIVALS		CITY	DEPARTURES		LINE
A.M.	P.M.		A.M.	P.M.	
6:45		St. Louis		8:00	Trailways
2:10, 7:40	1:55	St. Louis	1:50	4:55	Gulf Transport
9:30	12:20, 6:55	Washington/New York	8:30	3:05, 10:00	Greyhound

JOHNSON CITY

9:00	7:50	Ashville		3:15, 7:15	Blue Ridge Trailways
	3:10, 7:10	Bluefield, W. VA.	9:10		Blue Ridge Trailways
8:42	7:15, 7:55	Bristol			Trailways
		Bristol		7:55	Blue Ridge Trailways
	8:35	Charlotte	7:15		Trailways
	1:00 ²	Kingsport	10:15 ²		Greene Coach
3:40, 9:10	2:40, 2:45 8:10	Knoxville	12:25, 4:40 8:45, 9:00	3:15, 7:15	Trailways
12:25, 4:35 8:45	3:00, 7:00	Roanoke	3:40, 9:30	2:40, 2:45 8:10	Trailways

KINGSPORT

	6:40	Bristol	8:25		Blue Ridge Trailways
11:00		Johnson City	11:00 ²	12:15	Greene Coach
2:10, 8:05	7:25, 1:00	Memphis	4:45, 10:05	9:55	Greyhound
4:45, 10:05	6:25, 9:55	Washington	2:10, 8:05	1:00, 7:25	Greyhound

TABLE 4 (Cont.)

JACKSON (Cont.)

ARRIVALS		CITY	DEPARTURES		LINE
A.M.	P.M.		A.M.	P.M.	
		Alcoa	8:00, 9:00 10:00, 12:00	2:00, 3:55 4:00, 4:55 4:55, 4:55 4:55, 5:00	B & C Bus Lines
4:45, 7:25	1:40, 5:55 6:00, 11:30	Atlanta/Jacksonville/ Miami/St. Petersburg	2:30, 4:25 5:25, 7:00 8:40, 9:00	12:55, 5:25	Greyhound
9:40		Chattanooga		4:50	Greyhound
6:15, 10:00	12:10, 6:30 8:10, 10:55	Chattanooga/Atlanta	8:15, 2:45	6:00, 6:00 1:30, 10:00	Trailways
2:05, 6:05 8:25, 3:50	12:45, 4:40 8:30, 10:45 11:30	Chicago/Detroit/ Cincinnati	12:20, 5:10 6:05, 8:00	12:50, 12:50 2:00, 6:25 6:30	Greyhound
7:30, 2:15	5:10, 8:15	Chicago/Indianapolis	7:00	12:45, 7:00 11:45	Trailways
9:15	3:00, 6:15	Gatlinburg ³	7:00	12:45, 4:00	Autrey
10:15, 5:15	12:15 ¹ , 4:35 11:35	Memphis/Nashville	12:45, 7:40	1:15, 4:00 ¹ 9:00	Greyhound
1:05, 5:00 11:30	4:35, 7:50 11:30 ¹	Nashville	11:30, 8:15 3:45	1:15, 6:45 11:00	Trailways
	4:40 ⁷	New Orleans/Birmingham/ Chattanooga			Greyhound
6:40	8:40, 11:55 12:20	New York/Washington	12:15, 5:45 10:45	5:15	Greyhound

MEMPHIS

12:30, 5:25 7:50	12:15, 4:55 6:55	Atlanta	1:15, 6:15 6:15, 11:10	4:30, 8:20	Greyhound
	5:55	Atlanta	11:45		Trailways
	6:20	Birmingham		1:00	Trailways
	6:00	Chattanooga	6:40		Gulf Transport
12:35, 3:00 5:50, 7:55 10:35		Chicago	1:20, 2:15 7:00, 7:30	1:15, 2:00 5:35, 7:45 9:40	Greyhound

TABLE 4 (Cont.)

MEMPHIS (Cont.)

ARRIVALS		CITY	DEPARTURES		LINE
A.M.	P.M.		A.M.	P.M.	
11:35	7:55	Columbia, MS	6:40	6:45	Trailways
12:45, 5:10 6:00, 10:50	7:30, 12:35	Dallas, TX	1:20, 8:50 9:15	1:15, 4:30 9:30	Greyhound
12:40, 8:00 9:00		Detroit	8:50	5:30	Greyhound
10:45, 5:00	6:15, 11:30	Jackson, MS	1:30, 8:00	10:15, 6:00 7:15	Trailways
12:50	12:40, 3:45 6:35	Jackson, MS	11:00	3:45	Greyhound
	6:10	Jackson, TN	11:00	5:45	Trailways
12:05, 6:05 11:45	6:35	Kansas City	2:45, 7:05	1:30, 6:30	Trailways
5:25, 10:00	2:35, 5:45 6:20, 6:35 11:00, 11:59 12:55	Little Rock	3:30, 6:15 ⁶ 8:00, 8:00	1:45, 2:15 ⁶ 6:15, 7:00 ⁶ 11:30	Trailways
	4:45, 10:45	Mobile	8:00, 11:05		Gulf Transport
11:40	2:45, 7:50	Nashville	1:15, 9:30	3:00, 5:15	Greyhound
2:30, 6:50	9:50, 6:00 4:50, 12:55	Nashville	6:30, 10:45 12:30	1:15, 3:30 ⁴ 7:20, 1:35 ⁴	Trailways
6:25	5:00, 9:10	New Orleans	12:15, 6:30 8:40, 11:55	8:55	Greyhound
5:45, 10:35	11:59, 7:00	Oklahoma City	1:10, 8:50	1:15, 8:30	Greyhound
12:25, 6:55	5:55	St. Louis	11:45, 12:30		Trailways
3:10, 7:40	3:10, 8:10 11:10	St. Louis	2:15, 5:30	5:40, 9:30	Greyhound
12:50	12:30, 4:20	Vicksburg	3:30, 8:30	3:45	Greyhound
8:20	3:30, 8:40	Washington/N.Y.	1:15, 6:45 9:15	1:15, 8:15	Greyhound

TABLE 4 (Cont.)

NASHVILLE					
ARRIVALS		CITY	DEPARTURES		LINE
A.M.	P.M.		A.M.	P.M.	
12:40, 4:55	1:30, 9:50	Birmingham	6:40, 11:00 11:15, 11:30		Greyhound
12:15, 11:59	5:10, 8:10	Birmingham	12:45, 6:25 9:30	3:00	Trailways
		Centerville		5:15 ²	Tennessee Trailblazers
9:25	5:50, 9:25	Chattanooga/Atlanta	11:10	11:20, 4:40	Greyhound
	2:00 ²	Chattanooga		3:00 ²	Trailways
3:55, 10:10	6:35, 11:30	Chicago	3:25, 6:00	1:50, 6:05	Greyhound
1:05, 3:40 6:00, 10:50	12:35, 6:35 7:50	Cincinnati/Cleveland	1:05, 1:05 3:25, 6:00 11:30	6:05, 10:15 10:15	Greyhound
3:25, 11:45	4:50, 8:00 10:40	Evansville/St. Louis	6:40, 7:00	2:00, 6:50	Greyhound
9:05 ² , 11:05 ²	5:25	Florence, AL	7:15	1:30	Greyhound
	3:45, 4:50 8:00, 10:40	Ft. Campbell/Clarksville	1:10, 4:40 ³ 6:40, 7:00 11:00	2:00, 4:30 ³ 5:30, 6:50	Greyhound
7:30 ²		Gallatin		5:10 ²	Trailways
7:30 ² , 9:30 ⁵	4:00 ²	Hohenwald	10:30 ²	5:30 ⁵	Tennessee Trailblazers
11:50		Jackson		6:00	Greyhound
12:15, 3:00	1:15	Jacksonville/Miami	4:20	12:45, 7:15 11:10	Greyhound
6:15 ¹		Knoxville			Greyhound
1:40, 7:10 11:40	1:55, 5:10 9:40	Knoxville	12:15, 6:15 11:15		Trailways
3:35	3:35	Louisville		4:30	Greyhound
5:00	1:45, 11:59	Louisville	1:00	12:30, 6:00	Trailways

TABLE 4 (Cont.)

NASHVILLE (Cont.)

ARRIVALS		CITY	DEPARTURES		LINE
A.M.	P.M.		A.M.	P.M.	
12:30, 5:15 5:30, 11:00	3:15, 5:35 9:20, 9:55	Memphis	3:45, 4:00 7:00, 8:35 11:30	1:30, 4:25 8:20	Greyhound
10:50, 5:45	3:00, 5:15 7:50 ⁴ , 11:20 5:15 ⁵	Memphis	7:45, 2:15	5:30, 2:00 12:30, 10:10	Trailways
6:25 ³ , 7:22 ² 7:35 ²		Murfreesboro		5:00 ² , 5:40 ²	Greyhound
12:35, 3:00	5:30	New Orleans	1:35, 11:15	7:15	Greyhound
6:45 ² , 7:30 ³ 7:40 ² , 8:47 ³		Springfield, TN		4:30 ² , 5:15 ² 5:45 ³	Greyhound
4 :55	5:30	Tampa/Orlando	4:10	5:15, 11:50	Greyhound
3:15, 10:35	3:45, 7:50 ¹ 11:30	Washington	12:45 ¹ , 5:45 6:15 ¹	12:45, 6:30	Greyhound

¹ESu--Except Sunday

²ESSH--Expect Saturday, Sunday, & Holidays

³ESH--Expect Sunday & Holidays

⁴Sunday Only

⁵Saturday Only

⁶Monday & Wednesday Only

⁷Through Bus New Orleans to Knoxville--Arrival Only

Source: Russell's Official National Motor Coach Guide, March, 1981, Vol. 53, No. 6. Verified at terminal locations, May, 1981.

TABLE 5

SELECTED SERVICE CHARACTERISTICS OF SCHEDULED INTERSTATE AND INTRASTATE
INTERCITY BUS COMPANIES OPERATING IN TENNESSEE, 1981¹

<u>Company</u>	<u>Number of Routes</u>	<u>Route² Frequency</u>	<u>Route Miles</u>	<u>Vehicle Miles</u>	<u>Number of Communities Served</u>	<u>Regular Passengers</u>	<u>Charter Trips</u>	<u>Package Shipments</u>	<u>Contract Service</u>
B & C Bus Lines Company, Inc. (East Tennessee)	6	4 EXSSH	163,176	233,718	5	62,177	300	6,350	None
Brooks Bus Line, Inc. (North-central Tenn.)	3	2	8,760	36,000	3	NR ³	75	NR ³	None
Tennessee Trailblazers, Inc. (Central Tennessee)	1	6 EXSSH	143,600	293,181	6	52,000	548	NR ³	"Contract Charter" with local church
Tri-State Transit (West Tennessee)	1	4	168 Each way	Operations began February 1, 1981.					

¹Source: Tennessee Intercity Bus Study Company Questionnaire, May, 1981. Only those companies responding to the initial questionnaire have been included.

²Route frequency is daily unless otherwise noted. EXSSH means operates daily except Saturdays, Sundays, and Holidays.

³NR. Company did not respond to or did not know answer to question.

TABLE 6

SERVICE AND OPERATING CHARACTERISTICS
OF WORK BUS COMPANIES OPERATING IN TENNESSEE

COMPANY NAME AND ADDRESS	Routes		Vehicles			# Regular Riders	Ridership		Normal Fare	Length of Service	General Service Information			
	Number	Route Length (one way)	Make	Year	Condition	Seating Capacity	Origins	Destinations			Source of Maintenance	Safety Record	Insurance Coverage	Insurance Cost
Thomas Allison ¹ Route 4 Madisonville, TN 37354	1	60	GMC	1957	Fair	41	Madisonville Area	Union Carbide K-25 Plant, Oak Ridge	\$10 Aladin \$14 Madisonville	9 Months	Operator	No accidents	Est. \$500,000	\$100/Mon. \$1200/Yr.
B & H Transit, Inc. ² 868 Sky Blue Drive Knoxville, TN 37919	1	32½				39 39		Union Carbide Oak Ridge						
B-J Commuter Services, Inc. P. O. Box 70 Iron City, TN 38463	3	30 32 35	GMC GMC Ford	1971 1971 1972	Good Fair Good	40 40 44	Iron city St. Joseph Pulaski	Martary Ohio Mfg. Co.	\$1.80 per day (round trip)	2 years	Private Garage	Excellent		\$6,125
			Ford	1972	Good	44	Waynesboro	Lawrenceburg						
			Ford	1972	Good	44	Joretto							
Burbank Bus Lines Route 2 Roan Mountain, TN														
C & H Bus Line 219 N. Kingston Avenue Rockwood, TN 37854														
Campbell Bus Line ¹ Rt. 2, Vinsant Estates Jacksboro, TN 37757	1	45	GMC	1960	Good	40	Jacksboro Area	Union Carbide K-25 Plant, Oak Ridge	\$12.00 per week	1½ yrs.	Private garage	Excellent	\$500,000	\$ 950
Ray Claiborne ¹ 222 Woodlawn Street Maryville, TN 37801	1	32	GMC	1958	Good	39	West Knoxville	Union Carbide K-10 Plant	\$11.25 per week	1 yr.	Operator unless major	Excellent	\$500,000 or \$750,000	\$ 749
D & S Bus Lines ¹ Route 1, Shady Lane Maryville, TN 37801	1	50	GMC GMC	1960 1959	Fair Fair	39 41	Maryville	Union Carbide K-25 Plant, Oak Ridge	\$12.00 per week	1 yr.	Operator	Excellent	\$500,000	\$100/Mo. \$1200/Yr.
Elk River Lines 302 S. Attentive Tullahoma, TN 37388														
Freds Bus Line Lawrenceburg, TN 37219														

TABLE 6 (Cont.)

COMPANY NAME AND ADDRESS	Routes		Vehicles			Ridership			General Service Information						
	Number	Route Length (one way)	Make	Year	Condition	Seating Capacity	# Regular Riders	Origins	Destination	Normal Fare	Length of Service	Source of Maintenance	Safety Record	Insurance Coverage	Insurance Cost
Carl Gable ² P. O. Box 205-B Oscar Armstrong Rd. Strawberry Plains, TN 37871	1	50				40			Union Carbide K-25 Plant, Oak Ridge						
William B. Gillespie ¹ Route 22, Schaad Rd. Knoxville, TN 37921	1	54	International	1972	Good	48	25	Cumberland State and Knoxville	K-25 Oak Ridge	\$10/Wk.	9 Mon.	J & H Truck Service	No accidents	\$300,000	Unknown
Grey Line of Nashville 501 Broadway Nashville, TN 37203								Franklin	Nashville						
Joel Horton ³ 2105 Farris Road Maryville, TN 37801	1	42½							Union Carbide X-10						
Kingston X-10 Bus Pool ² 60M Patton Ferry Road Kingston, TN 37763	1	18	Ford	1966	Good	40		Kingston	Union Carbide X-10						
Loudon County Commuter ² Bus Line Rt. 6, Box 325 Lenoir City, TN 37771	1	24	International		36	13									
Memphis-West Memphis Transit Company P. O. Box 400 Memphis, TN 38101															
P & W Bus Lines P. O. Box 149 Clarksville, TN 37040															
Pacific Transports 1045 Semmes Memphis, TN 38111															
Powell Bus Lines ¹ Rt. 6, Helen Drive Powell, TN 37849	3	35-40	GMC	1957 1957 GMC	Good Good Good	39 39 39	35 30 20	Fowell Area Knoxville	Union Carbide K-25 Plant, Oak Ridge	\$40-45 per month	9 Months	Does minor maintenance, major to GMC dealer	Good	\$1,000,000	\$5,000

TABLE 6 (Cont.)

COMPANY NAME AND ADDRESS	Routes		Vehicles			Ridership		General Service Information							
	Number	Route Length (one way)	Make	Year	Condition	Seating Capacity	# Regular Riders	Origins	Destination	Normal Fare	Length of Service	Source of Maintenance	Safety Record	Insurance Coverage	Insurance Cost
Roan Mountain Bus Company Route 1, McCoy Road Newland, NC 28657	2	20	GMC	1963	Excellent	45	50	Hartman Rockwood	K-25 Oak Ridge Y-12	\$30/Mo. \$40/Mo.	1 Yr.	Private & bus co.	No Accidents	\$250,000 each	\$ 262
		20	GMC	1958	Excellent	51	50								
Ray Ballard Russell ¹ 1408 Porty Foot Street Newport, TN 37821	3	46	Chevrolet	1969	Good	44	50	Lowland, Newport	American Corp. in Lowland	Newport \$1.50 round trip	3 Yrs.	Himself & Mr. Preano	Good	\$100,000	\$1,245
Seymour Bus Lines, Inc. Rt. 3, Highway 33, S Maynardsville, TN 37807															
Southern Cab Company P. O. Box 400 Memphis, TN 38101															
T & P's Transportation 156 Luna Lane Hendersonville, TN 37075															
Tennessee Coach Co., Inc. 919 East Oak Grove Ave. Greeneville, TN 37743															
Tennessee Overland ² Transit Line 207 Spring Creek Rd. Chattanooga, TN															
Toonerville Trolley Rt. 4, Beals Chapel Rd. Lenoir City, TN 37771															
Herman Trentham ³ Route 1 Newport, TN 37821	1	25	Internatl onal	1969	Good	44	20	Newport Lowland	Newport Lowland	\$1.50 per round trip	3 yrs.	Private garage	Good	\$100,000	\$1,200+

1. Source: Tennessee Intercity Bus Study, Work Bus Questionnaire and Follow-up effort.
J. R. Ribbourn and Associates, Inc., June, 1981.

2. Source: University of Tennessee Knoxville Commuter Center file date, May, 1981.

3. Source: 1979 Annual Report to the Interstate Commerce Commission on file with the
Tennessee Public Service Commission, Nashville, Tennessee, May 1981

TABLE 7

BUS DEPOTS, STATIONS, AND TERMINALS IN
CITIES OVER 15,000 POPULATION IN TENNESSEE ¹

<u>City</u>	<u>Terminal</u>	<u>Manager or Agent</u>	<u>Hours of Operation</u>	<u>Carriers Served</u>
Bristol*	Bristol Trailways Terminal 2410½ West State Street Bristol, TN 37260	Lewis P. Smith	9:00 A.M.--9:30 P.M. Daily	Blue Ridge Trailways Bristol-Jenkins Bus Lines, Inc. Dominion Trailways Trailways
Bristol*	Greyhound Terminal 827 Shelby Street Bristol, TN 37620	D. T. Blevins	5:45 A.M.--9:15 P.M. Daily	Blue Ridge Trailways Bristol-Jenkins Bus Lines, Inc. Greyhound
Chattanooga	Greyhound Bus Station 515 Chestnut Street Chattanooga, TN 37402	I. M. Shay	24 hrs. Daily	Greyhound Gulf Transport
Chattanooga	Trailways Terminal 201 West 5th Street Chattanooga, TN 37402	W. I. Evans	24 hrs. Daily	Trailways
Clarksville*	Trailways Terminal 11 Jefferson Street Clarksville, TN 37040	H. F. Maholland	7:00 A.M.--7:00 P.M. Daily	Brooks Bus Lines Greyhound
Cleveland*	Trailways Terminal 395 West Inman St. Cleveland, TN 37311	J. E. Pruitt	8:00 A.M.--6:00 P.M. Mon.-Sat.	Trailways
Columbia*	Bus Depot 800 Becket Street Columbia, TN 38401	Paul Ledbetter	7:30 A.M.--5:00 P.M. Mon.-Sat.	Greyhound
Dyersburg*	Greyhound Terminal 304 West Court Street Dyersburg, TN 38024	A. E. Thompson	5:45 A.M.-- 10:00 P.M. Daily	Greyhound
Elizabethton*	Trailways Bus Station "E" & Elm Streets Elizabethton, TN 37643	Harry C. Cole	8:30 A.M.-- 11:30 A.M. & 1:30 P.M.-- 3:30 P.M. Mon.-- Fri. 8:00 A.M.-- 10:00 A.M. & 2:30 P.M.-- 3:30 P.M. Sat.	Blue Ridge Trailways Greene Coach Co. Trailways
Jackson*	Trailways Terminal 217 East Baltimore Jackson, TN 38301	Bill Key	24 hrs. Daily	Trailways
Jackson*	Union bus Terminal Main & Cumberland Jackson, TN 38301	J. O. Hollowell	24 hrs. Daily	Greyhound Gulf Transport
Johnson City*	Trailways Terminal 137 Market Street Johnson City, TN	Marvin Davidson	3:30 A.M.-9:00 P.M. Daily	Blue Ridge Trailways Greene Coach Co.

TABLE 7 (Cont.)

<u>City</u>	<u>Terminal</u>	<u>Manager or Agent</u>	<u>Hours of Operation</u>	<u>Carriers Served</u>
Kingsport*	Union Bus Terminal 1504 Bridgewater Lane Kingsport, TN 37660	Willard Lott	8:00 A.M.-- 10:15 P.M. Mon.-- Sat. 8:00 A.M.--1:30 P.M. & 5:00 P.M.-- 7:30 P.M. Sun.	Blue Ridge Trailways Bristol-Jenkins Bus Line Greyhound
Knoxville	Greyhound Terminal 100 East Magnolia Knoxville, TN 37917	M. C. Mullins	24 hrs. Daily	B & C Bus Lines Greyhound
Knoxville	Trailways Terminal 315 Main Avenue, SW Knoxville, TN 37902	T. L. Thompson	24 hrs. Daily	Autry Bus Lines B & C Bus Lines Trailways
Memphis	Greyhound Terminal 203 Union Avenue Memphis, TN 38105	W. A. Newsom	24 hrs. Daily	Great Southern Coaches Greyhound Gulf Transport
Memphis	Trailways Terminal Fourth at Union Memphis, TN 38105	Buddy Leach	24 hrs. Daily	Trailways
Millington*	Millington Shell 7855 Highway 51 Millington, TN 38053	Aubry Anglin	7:00 A.M.-- 10:00 P.M. Daily	Greyhound
Murfreesboro*	Bus Station 529 South Manley Murfreesboro, TN 37130	H. A. Flynn, Jr.	6:30 A.M.--5:30 P.M. Mon.--Fri. 8:30 A.M.--5:00 P.M. Sat.	Greyhound Trailways
Nashville	Greyhound Terminal 200 8th Avenue, S Nashville, TN 37203	J. C. Hinson	24 hrs. Daily	Greyhound
Nashville	Trailways Terminal 113 6th Avenue, N Nashville, TN 37203	Ruby Webb	24 hrs. Daily	Tennessee Trail- blazers Trailways
Oak Ridge*	Oak Ridge Bus Terminal 160 Bus Terminal Road Oak Ridge, TN 37830	W. E. Loveless	6:30 A.M.--6:00 P.M. Mon.--Sat. 3:00 A.M.--6:00 P.M. Sun. & Hol.	Greyhound Trailways
Tullahoma*	Tullahoma Bus Station 211 W. Lauderdale St. Tullahoma, TN 37388	Nathan Smith	6:30 A.M.-- 11:00 P.M. Mon.-- Sat. 7:00 A.M.-- 11:00 P.M. Sun & Hol.	Greyhound

* Commissioned agent terminals

1. Source: Russell's Guide, Vol. 53, No. 3, Part 2, December, 1980.

TABLE 8
CHARACTERISTICS OF SELECTED CARRIER OPERATED
TERMINAL FACILITIES IN TENNESSEE

Proximity to:												
Terminal	Ownership	Carriers Served	Amenities & Rentals	CBD	Medical Facilities	Schools	Major Streets	Public Transit/ Taxi Stand	Year Built	Major Improvements	# of Employees	# of Loading Platform
Greyhound 515 Chestnut Street Chattanooga, TN	Greyhound	Greyhound, Gulf Transport, Cherokee Coach	Restaurant & gift shop (Post House), vending machines, pay T.V., lockers	1 block	5 blocks	1 mile	1 block	1 block	1971--72	N/A	23	12
Trailways 201 West Fifth Street Chattanooga, TN	Trailways	Trailways	Vending machines, pay T.V., lockers	in CBD	3¼ blocks	6 blocks	at terminal	at terminal	1977	N/A	12	6
Greyhound Main and Cumberland Sts. Jackson, TN	Lease	Greyhound Gulf Transport	Vending machines, lockers, pay T.V.	in CBD	1 mile	10 blocks	at terminal	at terminal	1938	ongoing remodeling	11	5
Trailways 217 E. Baltimore Jackson, TN	Rent	Trailways	Vending machines	in CBD	1 mile	10 blocks	at terminal	at terminal	1940 (approx.)	remodeled about 15 years ago	5	4
Trailways 137 W. Market Street Johnson City, TN	Lease	Trailways, Blue Ridge, Green Coach	Vending machines, pay T.V., lockers	in CBD	2½ miles	1 mile	at terminal	at terminal	1956	N/A	6	6
Greyhound 100 Magnolia Ave. Knoxville, TN	Lease	Greyhound, B & C Bus Lines	Restaurant & gift shop (Post House), travelers aide, vending machines, charter office, pay T.V., Lockers	3 blocks	1 mile	1 mile	1 mile	at terminal	1957	expanded package express	21	9
Trailways 315 Lane Avenue Knoxville, TN	Lease	Trailways, Autrey Bus Lines, B & C Bus Lines	Restaurant & gift shop (Trailways Food Service), vending machines, pay T.V., lockers	in CBD	¼ mile	1 mile	at terminal	at terminal	1963	N/A	18	10
Greyhound 203 Union Avenue Memphis, TN	Greyhound	Greyhound, Gulf Transport, Great Southern Coaches	Restaurant & gift shop (Post House), vending machines, pay T.V., lockers, travelers aide	3 blocks	5 blocks	2½ miles	at terminal	at terminal	1950	Remodeled in 1975	76	15
Trailways 235 Union Avenue Memphis, TN	Trailways	Trailways, Tri-State of Tennessee, River bus	Restaurant & gift shop (Trailways Food Service), lockers, pay T.V.	3 blocks	5 blocks	2 ½ miles	at terminal	at terminal	1974	N/A	32	12
Greyhound 200 Eighth Ave., S Nashville, TN	Greyhound	Greyhound, Brooks Bus Lines	Restaurant & gift shop, (Post House), game room, lockers, pay T.V., Travelers aide	3 blocks	1½ miles	1¼ miles	2 blocks	at terminal	1975	auto parking space increase, restaurant rehabilitation	50	12

TABLE 8 (Cont.)

Terminal	Ownership	Carriers Served	Amenities & Rentals	CBD	Proximity to:				Year Built	Major Improvements	# of Employees	# of Loading Platform
					Medical Facilities	Schools	Major Streets	Public Transit/ Taxi Stand				
Trailways 113-6th Avenue, N Nashville, TN	Trailways	Trailways, Tennessee Trailblazers	Restaurant (Trailways Food Service), vending machines, lockers, pay T.V.	3 blocks	1½ miles	1½ miles	1 block	1 block	1949	remodeled a few years ago	24	6 lanes
Rockwood Bus Station 109 Gateway Avenue Rockwood, TN	Owned by Trailways, Leased to Commissioned Agent	Greyhound, Trailways	none	in CBD	½ mile	1 mile	at terminal	N/A	1960	N/A	2	1

Source: Data was compiled by personal interview with terminal managers at each terminal location. Interviews conducted by J.R. Wilburn and Associates, Inc., May, 1981.

TABLE 9

CHARACTERISTICS OF SELECTED CARRIER OPERATED
MAINTENANCE FACILITIES IN TENNESSEE, 1981

<u>Carrier</u>	<u>Address of Facility</u>	<u>Ownership</u>	<u>Condition</u>	<u>Distance to Passenger Terminal</u>	<u>Services Available</u>	<u>No. of Service Bays</u>	<u>No. of Employees</u>
B & C Bus Lines, Inc. ¹	266 Joule Street Alcoa, TN 37701	Rent from City of Alcoa	Good	Terminal at same address	All minor and major maintenance required by carrier.	N/A	1
Greyhound ²	527 Main Street Memphis, TN	Greyhound	Good	2 Miles	24-hour major repair facility for carrier--up to 200 buses per week; road emergency.	7	59
Greyhound ²	200 5 th Ave., S Nashville, TN	Greyhound	Good	3 blocks	Classified as service garage with general maintenance & upkeep primarily oriented to safety. Major repairs handled in Memphis.	3	15
Tennessee ¹ Trailblazers	1000 4 th Ave., N Nashville, TN	Rent from private sector.	Fair	1 mile (to Trail- ways terminal)	Full service garage pro- viding all maintenance necessary	4	5
Trailways ²	2011 Davenport Rd. Knoxville, TN	Trailways	Good	1 mile	Unit change shop providing major mainte- nance; bu washers.	7	23
Trailways ²	327 Gayoso Ave. Memphis, TN	Four States Reality (Trailways Subsidiary)	Good	1 block	Major repair facility, bus washer, provides all necessary maintenance.	9	28
Trailways ²	711 5th Ave., S Nashville, TN	Trailways	Good	1 mile	Unit change shop, preventa- tive maintenance, cleaning.	2	15

¹ Source: Tennessee Intercity Bus Study Facility Questionnaire, May, 1981.² Source: Personal interview and site visit by J. R. Wilburn and Associates, Inc., May, 1981.

CHAPTER III

USER CHARACTERISTICS

This chapter provides information about passenger trip patterns, passenger profiles, package express shipment patterns, package express user profiles, and charter and contract services provided by scheduled intercity carriers. Passenger ticket records and package express bills of lading were originally intended to be the primary data sources for determining package and passenger movement; however, this information was not available from all carriers. Therefore, the passenger interview survey and on/off package and passenger counts served as the primary data sources for the findings presented.

Passenger Trip Patterns

Passenger trip patterns were determined by analyzing passenger origin-destination information. The preferred source for this information was the carriers' passenger-ticket data. Since this data was not made available by all of the carriers, the passenger interview questionnaire was used as the primary data source. Additional information was supplied by the on/off passenger counts conducted in conjunction with the passenger interview surveys. The on/off counts also provided information regarding passenger volumes and route (vehicle) capacities for the selected route segments. The raw data collected has not been included in this report to protect the confidentiality of participating carriers.

The passenger interview surveys were conducted on five consecutive Fridays beginning July 24. Friday was selected for the survey date because administrative personnel with the involved carriers generally concurred that Fridays have the heaviest passenger loads. Table 10 presents a breakdown of the passenger interview schedule by city, development district, date and terminals included. The surveys were conducted during the 24-hour period from midnight Friday morning to midnight Friday evening.

Survey personnel distributed the questionnaires to travelers in the five larger terminals (Chattanooga, Johnson City, Knoxville, Memphis, and Nashville). Local ticket agents gave each person purchasing a ticket on the survey date a questionnaire at the four smaller terminals (Cookville, Fayetteville, Jackson, and Milan). A copy of the passenger interview form is included in Appendix E.

Table 11 provides a breakdown of passenger trips made on the survey date from the selected cities according to origin and/or destination.

Survey data indicates that almost forty-four percent (43.7%) of those responding to the origin and destination question on the questionnaire had either the origin or destination end of their trip in Tennessee. This was the most frequent type of trip made on the survey date. Next were thru-state trips (30.1%), followed by trips with origins and destinations inside the State of Tennessee (26.2%). This breakdown of the origins and destinations of the passenger survey sample is depicted in Figure 1.

To determine the accuracy and validity of the survey, the passenger interview responses for the Trailways' terminals in Chattanooga, Johnson City, Knoxville, Memphis, and Nashville were compared against the ticket record data provided at those terminals. The ticket record data reflects only those trips that originated within the State and were compared with the survey responses for trips in which the origin or destination (Type 2) or both the origin and destination (Type 3) were in Tennessee. A comparison of the percentages of intrastate trips according to the survey responses and actual ticket record data is presented in Table 12.

The percentages for intrastate trips from both sources for each city were comparable with the exception of Knoxville. Autrey and B & C Bus Lines also use the Trailways' terminal in Knoxville, and passenger tickets for these lines are sold by the Trailways ticket agents at the terminal. Many of the Autrey and B & C Bus Lines passengers are local commuters who do not board or leave the bus at the terminal and, therefore, were probably not included in the passenger interview. In addition, about 25% of the passenger survey forms collected at this terminal did not have a response to the origin and destination question. If most of these were intrastate passengers, this would raise the passenger interview intrastate trips to a comparable level with the ticket record data. With consideration of the contributing factors in Knoxville and the closeness of the figures for the other cities, the passenger interview survey appears to provide a fairly accurate sample based on comparison to the actual ticket records for terminals in the selected cities.

Intrastate trips identified from each data source were analyzed to determine passenger movement between the different metropolitan and nonmetropolitan areas. Ticket record data collected at the Trailways terminals indicated a fairly even percentage of passengers traveling between metropolitan areas and those traveling between a metropolitan and nonmetropolitan area. However, the passenger interview data indicated that a greater percentage of passengers traveled between metropolitan and nonmetropolitan areas. Both the ticket record data and the passenger interview data indicated that Nashville was the only city that had a higher percentage of intrastate trips between metropolitan and nonmetropolitan areas. This can be

attributed to the fact that Greyhound and Trailways operate local commuter runs between Nashville and several of the surrounding cities. These carriers do not operate similar local service elsewhere in the State, Knoxville and, to a lesser degree, Johnson City also have local commuter service, but this service is provided by other smaller carriers.

A comparison of total responses to the passenger interview survey with the total number of tickets sold by responding carriers revealed that the survey response rate was about 30%.

An estimate of the total number of tickets sold on a typical Friday can be obtained by using the passenger interview surveys. First, a multiplier factor for each location is determined (for method, see Table 13, footnote 2). This factor is then multiplied by the number of passenger interview responses for origin/destination types 2 and 3 to determine an estimate of the number of tickets sold. Estimates for each location are given in Table 13. Although these estimates do not present an actual count, the relationship between interstate and intrastate is comparable to the origin and destination data from Trailways' ticket records. It should be noted that these counts will show only those passengers traveling through one of the survey locations.

Table 13 identifies more interstate than intrastate trips made from Chattanooga, Johnson City, and Memphis; however, in Nashville and Knoxville the reverse was true. Geographical location of the cities is one of the contributing factors to this relationship. Another factor reinforcing this relationship is the amount of local commuter service from Nashville and Knoxville to surrounding communities as discussed earlier.

To reflect a more accurate pattern of movement, passenger on/off counts were conducted at the survey locations in Chattanooga, Johnson City, Knoxville, Memphis, and Nashville. The results for each city are shown in Tables 14 through 18. The counts for each city have been listed by destination so passenger loads and vehicle capacities between the major cities can be identified. Most of the passenger movement in and through Tennessee was in a north-south direction. Memphis had a higher westbound passenger count than either northbound or southbound, but when consideration is given to directional pairs (north-south versus east-west), the north-south runs were more heavily traveled than the east-west runs.

Separate counts were kept for elderly and children at each location. (For this report, the definitions of these demographic groups are consistent with those adopted by the carriers for special rates. Elderly is defined as any person aged 65 or over, and children are those persons aged 5 and under.) The passenger counts for all cities indicate that there may be some variation

in travel by the elderly and children as compared with total ridership. The on/off count information is not adequate for explaining these variations. However, weekend travel to visit families may provide a partial explanation since the survey was conducted on Fridays. Nashville may have higher off counts due to visits to Opryland and other attractions.

Figure 2 identified passenger volumes, seating capacity, and percent of seating capacity used for selected route segments between major cities in the State. These figures were obtained from the passenger on/off counts in each city and reflect the movement of all passengers and not just those originating in Tennessee. These counts were taken by visual observation and, therefore, do not identify the actual number of on, off, and through passengers. An example of this would be a passenger whose origin and destination was outside Tennessee transferring buses at one of the terminals. This passenger would have been counted as "off" when he first arrived at the terminal and would have been counted as "on" when he boarded another bus to continue his trip.

The outbound runs from Knoxville to Nashville had the highest passenger count of all intrastate route segments (593), but the Nashville to Chattanooga runs had the highest percentage (66%) of passengers per seating capacity. Although the segment between Knoxville and Johnson City has the same percentage of passengers per seating capacity as the Nashville to Chattanooga segment, these figures generally represent interstate runs from Knoxville to the northeast. Greyhound does not stop in Johnson City and several of the Trailways runs from Knoxville are express to Roanoke, Virginia, and do not stop in Johnson City. Memphis had the heaviest passenger volume of all major cities in the State; however, most of this volume was interstate trips with origins and destinations outside of the State. The northbound runs from Nashville also had high passenger counts.

The percentage of available seat capacity used in each major travel corridor is depicted in Figure 3.

Passenger Profile

The passenger interview survey was used to develop a profile of passengers who use intercity bus service. The passenger interview survey was conducted for a 24-hour period on the survey dates and at the terminal locations shown in Table 10. The responses to the survey questionnaire were tabulated by location and origin and destination type.

Table 19 shows the tabulated results of the passenger survey by city. These figures include all survey responses received at the Greyhound and Trailways terminals in the major cities and from ticket agent stations in the smaller cities. Due to the small

number of survey respondents in Fayetteville (2) and Milan (4), the results of the survey should not be considered as representative of a typical passenger. To obtain a better passenger profile from these communities, a survey should be conducted over a longer period of time so that an adequate volume of responses could be reviewed.

A break down of the total responses for several of the survey questions is depicted in Figure 4.

Table 19 shows that a typical intercity bus passenger¹ is aged 16 to 25, uses the bus once a year to visit friends and/or relatives, travels over ten (10) miles by auto to get to and from the terminals, and has an annual income of between \$7,501 and \$15,000. Data indicates some variance in automobile ownership between cities. In Chattanooga, Memphis, and Nashville most respondents indicated that they owned one automobile, while in Jackson and Knoxville most respondents indicated that they did not own an automobile.

Respondents in Cookeville had similar characteristics to the statewide profile, except that more respondents were between the ages of 56 and 65, and most used the bus once every 3 to 4 months. The response rate to the income question (3) was considered insufficient to draw any valid conclusions.

Persons responding to the survey in Johnson City had the greatest variance from the typical intercity bus passenger profile. Based on the highest percentages within each category, an intercity bus passenger in Johnson City would be age 56 to 65, use the bus every 3 to 4 months for medical purposes, travel 1 to 3 miles by taxi to and from the terminals, and not own an automobile. His annual income would be less than \$7,500. Terminal personnel in Johnson City indicated that many of their passengers were outpatients at the local Veteran's Administration Hospital.

The lack of an adequate number of responses in Fayetteville and Milan prohibits the identification of a representative passenger profile in these cities.

Table 20 has categorized the passenger survey data by origin and destination type. Variation in survey responses by origin and destination type was most pronounced for the two questions dealing with frequency of bus use and trip purpose. Differences in the response to these questions among people traveling within Tennessee, starting or ending their trip in Tennessee, or traveling through Tennessee are shown in Figure 5.

¹According to the highest percentage of response in each category for the total survey sample.

As shown in Figure 5, the frequency of bus use increases substantially for those traveling within Tennessee only, and is still somewhat greater among those that start or end their trip in Tennessee than for those simply traveling through the State. In addition, people traveling within Tennessee use the bus more for school, business, work, and medical trips than do those simply traveling through the State. Those traveling through Tennessee use the bus primarily for vacation trips and to visit relatives. Visiting relatives and friends is also an important use for those traveling within the State only and those who start or end their trip in Tennessee.

Package Express Shipment Patterns

Package express bills of lading were initially intended to be the primary data source in determining shipping patterns; however, as previously discussed, not all carriers made this data available. Visual package express counts taken at the same time as the passenger on/off counts were used as the primary data source to identify shipping patterns.

A comparison of the available package express bills and counts for selected carriers revealed that about one-third of all package shipments handled at the terminals in Tennessee's major cities were destined for or originated from those terminals. The balance of the shipments were transferred either to a bus bound in a different direction or to a different carrier. This was especially true for larger terminals and "gateways." In Memphis, a "gateway" for the major carriers, Trailways transferred almost nine (9) times more package shipments than were destined for or originated at the Memphis terminal. At the smaller terminals, however, there was very little transferring of package shipments.

Package express counts were taken by survey workers observing carrier personnel loading and unloading the baggage compartments of each bus. These counts were taken at the Greyhound and Trailways terminals in Chattanooga, Knoxville, Memphis, and Nashville, and at the Trailways terminal in Johnson City. Each package shipped was classified by container type and outbound direction of the bus being loaded and unloaded. The results of the package express counts in each city are shown in Tables 21 through 26.

As can be seen in Tables 21--26, the primary movement of package express shipments from each of the major cities in Tennessee, with the exception of Memphis, is consistent with the direction of the majority of scheduled runs. Because Memphis is a gateway terminal, more package express shipments are westbound although more buses are northbound out of Memphis.

General observations of the survey personnel indicated that more package express shipments were unloaded than loaded in Chattanooga, Johnson City, and Nashville, while the opposite was

true for Memphis and Knoxville. These observations also indicated that Trailways generally handled more package express shipments than all other carriers. This is just the opposite of the passenger load situation discussed earlier in this chapter.

Several terminals allowed the survey personnel to review the package express bills to collect origin and destination, weight, and cost data. This review indicated that about 43% of all shipments were intrastate shipments. The highest percentage (almost 66%) of intrastate shipments was into and out of Nashville. Knoxville had the second highest percentage of intrastate shipments with about 57%, followed by Johnson City (48%), Chattanooga (27%), and Memphis (less than 15%). Although these figures do not include all carriers, it is assumed that these percentages are fairly representative for all carriers operating within the State.

Package Express User Profile

A package express patron profile was drawn from information contained in a mailout questionnaire. The package express questionnaire was sent to 80 companies in Chattanooga, Johnson City, Knoxville, Memphis, and Nashville. There were 27 questionnaires (33.8%) returned. The shippers' names and addresses were taken from the package express bus bills during the passenger interview survey. Each shipper was asked the frequency of intercity shipments, approximate percentage of shipments that were made by intercity bus, reasons for using the bus versus other alternatives, and problems encountered and/or suggestions for improving package express service.

Table 27 provides the shipper's survey responses. Most of the shippers who responded to the surveys have daily outgoing shipments. The majority of the shippers indicated that they liked the speed, convenience, and service to small towns provided by bus service. Many shippers also indicated that their customers preferred receiving shipments by intercity bus. Bus service problems identified by shippers included shipping delays, lost and/or damaged packages, and discourteous terminal employees. Suggestions from shippers for improving package express service included restructuring of rates, guaranteeing overnight service within a certain radius, decreasing time interval for receiving C.O.D. payments, and allowing more than one package per bus bill.

Charter and Contract Service

Information was requested through a mailout questionnaire from all scheduled interstate carriers concerning their operation of charter and contract service. Due to poor response to the initial questionnaire, a follow-up effort was undertaken. This follow-up effort included telephone contact with appropriate carrier personnel and a second mailout questionnaire. There

was still no response to the follow-up efforts from the scheduled intrastate carriers. Because of the poor response to the data collection efforts, information on charter and contract service provided by scheduled interstate carriers is limited.

Information received from the responding carriers concerning their charter and contract services is shown in Table 28. Charter service is the primary source of income for many of the smaller scheduled carriers in Tennessee. All carriers indicated that they could handle additional charter trips with their existing equipment and personnel. Although rates vary from carrier to carrier, charter rates are primarily based on time and distance.

Most of the problems encountered in providing charter and contract service, according to survey respondents, were competition from unregulated carriers, such as church buses, and lack of local support. One respondent was particularly concerned about unregulated carriers making charter runs with unsafe equipment, little or no insurance, and untrained drivers. The example cited was of local churches and schools carrying groups long distances over major highways at higher speeds than the equipment was designed to handle. The respondent indicated that many of these groups are using old school buses designed primarily for slower speeds on county and city streets. The drivers of the buses are often untrained and do not have a special license. Also, insurance coverage may not be sufficient.

A complaint was also received regarding gypsy operators and bus brokers. Gypsy operators are those persons who run an unregulated bus. The operators make occasional charter runs, primarily on weekends, as a second job and do not undergo normal inspections. Bus brokers operate by leasing equipment to charter groups and providing a list of drivers who would be willing to drive for the charter. The charter group then negotiates with the driver for his services.

TABLE 10
PASSENGER INTERVIEW SCHEDULE

<u>City</u>	<u>Development District</u>	<u>Survey Date</u>	<u>Terminal(s)</u>
Chattanooga	Southeast Tennessee	July 31, 1981	Greyhound & Trailways
Cookeville	Upper Cumberland	August 7, 1981	Trailways
Fayetteville	South Central Tennessee	August 21, 1981	Trailways
Jackson	Southwest Tennessee	August 14, 1981	Greyhound & Trailways
Johnson City	First Tennessee	August 7, 1981	Trailways
Knoxville	East Tennessee	August 7, 1981	Greyhound & Trailways
Memphis	Memphis-Delta	August 14, 1981	Greyhound & Trailways
Milan	Northwest Tennessee	August 14, 1981	Greyhound & Trailways
Nashville	Mid-Cumberland	July 24, 1981	Greyhound & Trailways

TABLE 11

PASSENGER INTERVIEW QUESTIONNAIRE RESPONSES
BY ORIGIN AND DESTINATION TYPE

City	Origin and Destination Out-of-State (Type 1)	Origin or Destination In-State (Type 2)	Origin and Destination In-State (Type 3)	No Response to Origin/ Destination (Type 4)	Total
Chattanooga	23	72	23	40	158
Cookeville	0	3	3	1	7
Fayetteville	0	1	1	0	2
Jackson	2	16	22	4	44
Johnson City	0	6	5	1	12
Knoxville	29	56	23	36	144
Memphis	80	45	9	21	155
Milan	0	0	1	3	4
Nashville	41	55	65	28	189
TOTAL	175	254	152	134	715

Source: Passenger Interview Survey, various dates and locations (see Table 10)

FIGURE 1
ORIGINS AND DESTINATIONS
OF THE PASSENGER SURVEY SAMPLE

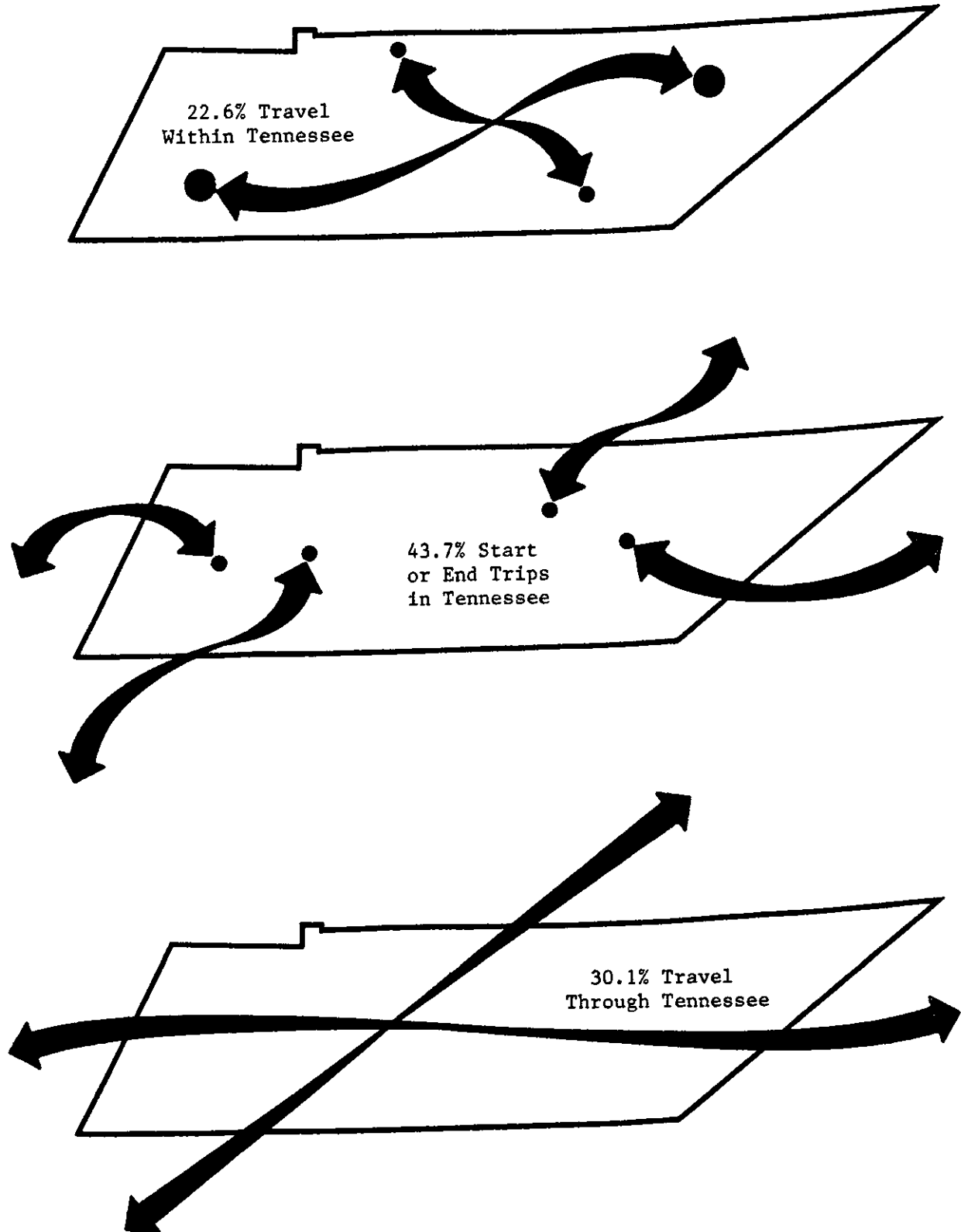


TABLE 12
INTRASTATE TRIPS IN TENNESSEE ON
SELECTED DATES AT SELECTED TRAILWAYS TERMINALS¹

Terminal Location	Passenger Interview Data ²			Ticket Record Data ³		
	% Intrastate Trips in Survey Responses ⁴	% Intrastate Trips to Metropolitan Areas ⁵	% Intrastate Trips to Nonmetropolitan Areas	% Intrastate Trips in Tickets Sold on Survey Dates ⁴	% Intrastate Trips to Metropolitan Areas ⁵	% Intrastate Trips to Nonmetropolitan Areas
Chattanooga	41.9	69.6	30.4	47.5	60.7	39.3
Johnson City	45.5	80.0	20.0	44.6	68.0	32.0
Knoxville	37.9	56.5	43.5	67.8	50.0	50.0
Memphis	21.4	55.6	44.4	16.3	57.9	42.1
Nashville	65.1	23.1	76.9	64.2	40.9	59.1
Total	46.1	42.4	57.6	47.0	50.8	49.2

1. Selected locations are identified in column 1; selected dates for each city are listed in Table 10.
2. Source: Responses to the Passenger Interview Survey Questionnaire at the selected Trailways terminals.
3. Source: Information collected from passenger ticket receipts sold at Trailways terminals on previously identified survey dates. To protect the confidentiality of the data source, the actual number of tickets sold in each category has not been released.
4. Since tickets sold at terminals usually have at least one end of the trip in that city (and therefore in Tennessee), only origin and destination Type 2 (origin or destination in Tennessee) and Type 3 (origin and destination in Tennessee) were used. The intrastate percentage was calculated as follows:
Origin and Destination, Type 3
Origin and Destination, Type 2 + 3
5. For the purpose of this comparison, metropolitan areas included Chattanooga, Jackson, Knoxville, Kingsport--Johnson City--Elizabethton, Memphis, and Nashville.

TABLE 13

ESTIMATED PASSENGER TICKETS SOLD AT SELECTED
LOCATIONS IN TENNESSEE FOR A TYPICAL FRIDAY

City	Total Passenger Interview ¹ Responses From All Carriers	Multiplier ² Factor	Estimated Passengers by O & D Type ³
Chattanooga (O & D 2 + 3)	95	1.90	181
Chattanooga (O & D 2)	72	1.72	124
Chattanooga (O & D 3)	23	2.16	50
Johnson City (O & D 2 + 3)	11	5.00	55
Johnson City (O & D 2)	6	5.26	32
Johnson City (O & D 3)	5	5.00	25
Knoxville (O & D 2 + 3)	79	3.13	247
Knoxville (O & D 2)	56	1.61	90
Knoxville (O & D 3)	23	5.56	128
Memphis (O & D 2 + 3)	54	5.00	270
Memphis (O & D 2)	45	5.26	237
Memphis (O & D 3)	9	4.24	38
Nashville (O & D 2 + 3)	120	3.23	388
Nashville (O & D 2)	55	3.27	179
Nashville (O & D 3)	65	3.14	204
Total for Selected Cities (O & D 2 + 3)	359	3.46	1242

TABLE 13 (Cont.)

City	Total Passenger Interview ¹ Responses From All Carriers	Multiplier ² Factor	Estimated Passengers by O & D Type
Total for Selected Cities (O & D 2)	234	3.12	730
Total for Selected Cities (O & D 3)	125	3.85	481

1. Cumulative totals for each city by Origin and Destination type were obtained from responses to the passenger interview survey (see Table 11).
2. Multiplier factor for each location was obtained in the following manner:

$$\frac{\text{Number of interview responses for each O \& D Type}}{\text{Total tickets sales for same O \& D type}} = \frac{\% \text{ Response}}{\text{For each O \& D type}}$$

$$\frac{1}{\% \text{ Response for each O \& D type}} = \text{Multiplier factor}$$

3. (Passenger interview responses X (Multiplier factor = Estimated passengers for each O & D type) for same O & D type by O & D type

Numbers do not add since the survey samples used in computing the multipliers for each city are only a part of the total sample used in computing the multipliers for all cities combined.

TABLE 14

PASSENGER ON/OFF COUNT

Direction: _____ Carriers: Greyhound, Gulf Transport, and Trailways Survey Date: July 31, 1981
 From: Chattanooga

# of Buses	To: ¹	Total			# Elderly			# Children		
		# On	# Off	# Thru	On	Off	Thru	On	Off	Thru
8	Chattanooga (runs that terminate)	0	82	29	0	12	1	0	5	0
9	Nashville & points north & west	155	38	79	15	5	2	21	3	4
17	Knoxville & points north	197	119	224	22	26	10	9	14	2
3	Memphis & points west	33	7	11	4	0	0	0	0	0
25	Southbound	191	119	311	23	21	23	29	13	15
1	Eastbound	0	2	10	0	2	0	0	0	0
63	Total	576	367	664	64	66	36	59	35	21

Source: Tennessee Intercity Bus Study Passenger Interview, 1981.

1. Buses generally arrive from locations in opposite direction (for example, Chattanooga to Nashville buses arrive from Atlanta, southbound buses arrive from Nashville or Knoxville), unless originating in Chattanooga.

TABLE 15

PASSENGER ON/OFF COUNT

Direction: Blue Ridge Trailways, Greene Coach Company, Survey Date: August 7, 1981
 From: Johnson City and Trailways

# of Buses	To: ¹	Total					# Elderly			# Children		
		# On	# Off	# Thru			On	Off	Thru	On	Off	Thru
1	Johnson City (runs that terminate)	0	7	0			0	0	0	0	2	0
6	Knoxville & points south & west	50	18	80			8	7	8	3	1	0
7	Bristol & points north	30	39	81			4	11	4	2	4	1
3	Kingsport	6	8	0			1	0	0	0	1	0
1	Elizabethton	2	0	0			1	0	0	0	0	0
3	Eastbound	18	6	14			0	3	0	2	0	0
21	Total	106	78	175			14	21	12	7	8	1

Source: Tennessee Intercity Bus Study Passenger Interview Survey, 1981.

1. Buses generally arrive from locations in opposite directions (for example, Johnson City to Knoxville buses arrive from Bristol and Elizabethton, southbound buses arrive from Bristol or Kingsport), unless originating in Johnson City.

TABLE 16

PASSENGER ON/OFF COUNT

Direction: Autrey Bus Lines, B & C Bus Lines, Survey Date: August 7, 1981
 From: Knoxville Greyhound, and Trailways

# of Buses	To: ¹	Total				# Elderly			# Children		
		# On	# Off	# Thru	On	Off	Thru	On	Off	Thru	
14	Knoxville (runs that terminate)	0	168	38	0	26	0	0	13	0	
23	Nashville & points west	319	113	274	23	20	15	15	19	18	
26	Chattanooga & points south	325	238	245	37	25	13	15	11	4	
3	Gatlinburg	16	14	0	2	1	0	0	0	0	
7	Maryville/Alcoa	30	10	0	3	2	0	0	0	0	
18	Northeast via Johnson City & Bristol	298	182	238	20	17	18	22	14	12	
22	Northbound	217	145	287	30	26	27	15	14	12	
4	Eastbound	47	72	63	2	11	4	2	4	2	
117	Total	1252	942	1145	117	128	77	69	75	48	

Source: Tennessee Intercity Bus Study Passenger Interview Survey, 1981.

1. Buses generally arrive from locations in opposite direction (for example, Chattanooga to Nashville buses arrive from Johnson City and Kingsport, northbound buses arrive from Chattanooga or other points to the south), unless originating in Knoxville.

TABLE 17

PASSENGER ON/OFF COUNT

Direction: Memphis Carriers: Greyhound, Great Southern Coach, Gulf Transport, Oklahoma Transportation, River Transportation, Trailways, & Tri-State Transit
 From: Memphis Survey Date: August 14, 1981

# of Buses	To: ¹	Total			# Elderly			# Children		
		# On	# Off	# Thru	On	Off	Thru	On	Off	Thru
44	Memphis (runs that terminate)	0	623	144	0	95	0	0	83	0
24	Nashville & points east	333	109	229	44	28	27	35	15	12
2	Chattanooga	8	2	0	1	0	0	0	0	0
1	Paris	4	8	0	0	0	0	1	0	0
38	Northbound	711	298	146	129	19	17	103	31	11
36	Southbound	636	230	215	83	33	29	109	20	18
36	Westbound	510	327	357	79	43	21	66	31	20
181	Total	2202	1597	1091	335	218	94	314	180	61

Source: Tennessee Intercity Bus Study Passenger Interview Survey, 1981.

1. Buses generally arrive from the opposite direction (for example, northbound busses generally arrive from points to the south, Memphis to Nashville buses generally arrive from points to the west), unless originating in Memphis.

TABLE 18

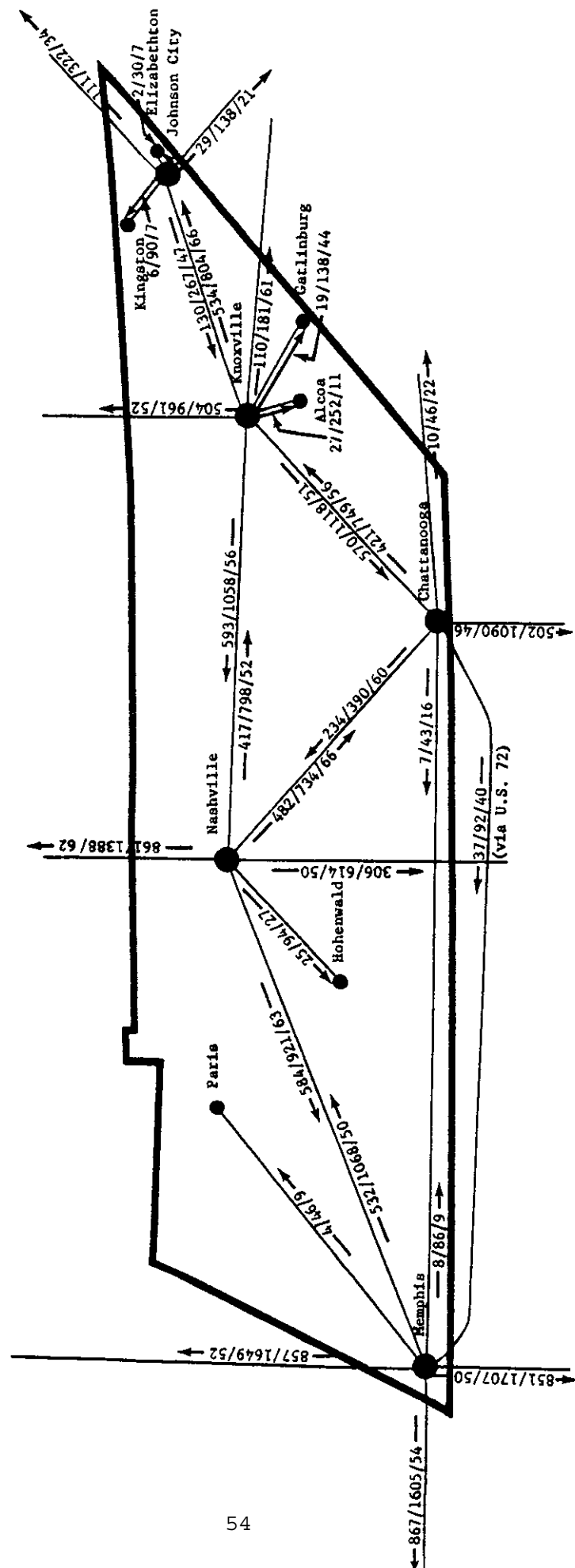
PASSENGER ON/OFF COUNT

Destination: From: <u>Nashville</u>		Carriers: <u>Brooks Bus Line, Greyhound, Tennessee Trailblazer, and Trailways</u>					Survey Date: <u>July 24, 1981</u>					
# of Buses	To: ¹	Total					# Elderly			# Children		
		# On	# Off	# Thru		On	Off	Thru		On	Off	Thru
13	Nashville (runs that terminate)	0	213	24		0	19	8		0	7	3
18	Knoxville & points east	266	203	151		9	33	2		9	40	6
17	Chattanooga & points south	326	211	156		14	8	0		13	9	0
21	Memphis & points west	353	282	231		19	44	13		9	23	4
2	Centerville/ Hohenwald	25	6	0		0	0	0		4	0	0
10	Locals (Commuter): Clarksville, Columbia, Ft. Campbell, Gallatin, Murfreesboro, & Springfield	171	73	0		0	0	0		0	0	0
32	Northbound	507	396	354		24	53	11		14	18	4
14	Southbound	203	140	103		5	13	2		7	4	0
127	Total	1851	1524	1019		71	170	36		56	101	17

Source: Tennessee Intercity Bus Study Passenger Interview Survey, 1981.

1. Buses generally arrive from locations from the opposite direction (for example, Nashville to Knoxville buses arrive from Memphis, Nashville to Memphis buses arrive from Knoxville), unless originating in Nashville.

PASSENGER VOLUMES AND INTERCITY BUS CARRIER CAPACITY FOR
SELECTED ROUTE SEGMENTS IN TENNESSEE



Source: Passenger On/Off Count Sheets compiled as a part of the Passenger Interview Survey conducted at selected locations on selected dates, 1981 (see Table 10 for specific survey locations and dates).

1. Numerical values indicate the following: passenger volume/route segment seating capacity/percent of route segment seating capacity used on survey date. Arrows indicate principal direction. All values shown are for outbound runs from the major cities in Tennessee.

FIGURE 3

PERCENTAGE OF AVAILABLE SEATS
USED BETWEEN TENNESSEE CITIES

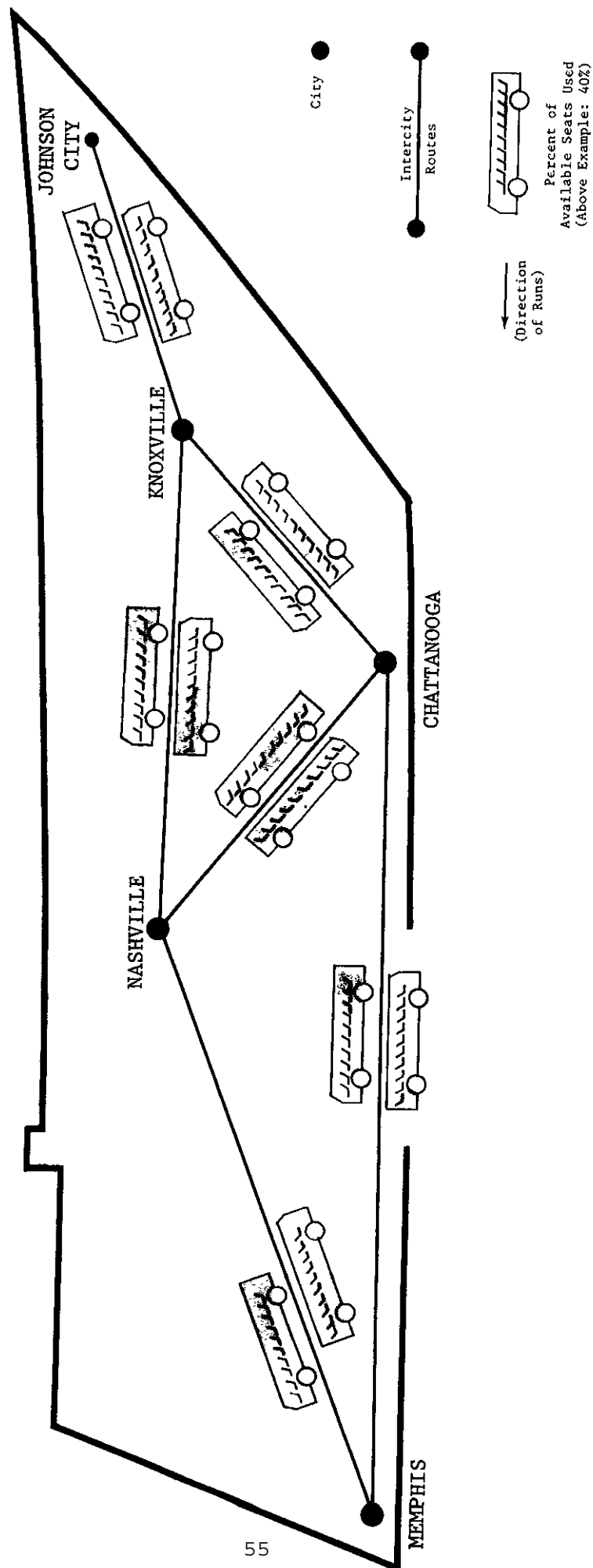


TABLE 19

PROFILE OF PASSENGERS USING INTERCITY BUS SERVICE IN TENNESSEE IN SELECTED CITIES

	Chattanooga	Cookeville	Fayetteville	Jackson	Johnson City	Knoxville	Memphis	Milan	Nashville	Total
	#	#	#	#	#	#	#	#	#	#
	%	%	%	%	%	%	%	%	%	%
AGE:										
under 15	6	3.9	1	3	6.8	1	8.3	12	8.3	16
16 to 25	55	35.7	1	18	40.9	1	8.3	57	39.3	59
26 to 35	38	24.7		5	11.4	1	8.3	21	14.5	28
36 to 45	19	12.3		2	4.5			16	11.0	21
46 to 55	13	8.4	1	5	11.4	2	16.7	10	6.9	9
56 to 65	13	8.4	3	3	6.8	6	50.0	15	10.3	13
over 65	10	6.5	1	8	18.2	1	8.3	14	9.7	12
FREQUENCY: every week	13	9.5		5	12.8	1	8.3	11	8.0	8
few times a week	8	5.8						8	5.8	3
once a month	11	8.0	1	2	5.1	3	25.0	15	10.9	12
once every 3- 4 months	17	12.4	3	4	10.3	5	41.7	21	15.3	17
once every 6 months	20	14.6	1	11	28.2	3	25.0	16	11.7	27
once a year	68	49.6	1	17	43.6			66	48.2	77
PURPOSE: school/education	14	9.2		4	9.3	1	8.3	11	7.7	5
business	12	7.9		4	9.3	1	8.3	17	11.9	12
visit										
friends/relatives	81	53.3	6	25	58.1	3	25.0	72	50.3	76
work	15	9.9		5	11.6	1	8.3	10	7.0	6
vacation	14	9.2	1	3	7.0	2	16.7	31	21.7	44
medical	9	5.9		2	4.7	4	33.3	1	0.7	7
other	7	4.6				1		1	0.7	1
ACCESS: walk	11	7.0		7	16.3			18	12.6	19
auto	111	70.7	5	28	65.1	3	27.3	75	52.4	99
city bus	10	6.4	1	1	2.3	2	18.2	22	15.4	20
taxi	24	15.3	1	7	16.3	6	54.5	24	16.8	14
other	1	0.6						4	2.8	2
DISTANCE: less than 1/2 mi.	8	6.1		2	5.1	1	9.1	13	11.6	9
1/2 mile to 1 mile	6	4.6		7	17.9			11	9.8	9
1 to 3 miles	29	22.1	3	7	17.9	4	36.4	23	20.5	26
3 to 5 miles	12	8.4		4	10.3	2	18.2	8	7.1	19
5 to 10 miles	29	22.1	1	4	10.3	3	27.3	15	13.4	20
over 10 miles	48	36.6	3	15	38.5	1	9.1	42	37.5	61
AUTOS: none	40	28.8	4	19	46.3	6	54.5	43	37.7	51
1	64	46.0	1	13	31.7	4	36.4	35	30.7	67
2	25	18.0	2	7	17.1	1	9.1	27	23.7	15
3	9	6.5		2	4.9			7	6.1	4
more than 3	1	0.7						2	1.8	2
INCOME: under \$7,500	36	32.1	1	23	60.5	3	42.9	49	50.5	37
\$7,501 to \$15,000	40	35.7	1	5	13.2	2	28.6	23	23.7	37
\$15,001 to 25,000	20	17.9	1	7	18.4	1	14.3	13	13.4	24
\$25,001 to 35,000	14	12.5		3	7.9			6	6.2	7
\$35,001 plus	2	1.8				1	14.3	6	6.2	6

Source: Tennessee Intercity Bus Study, Passenger Interview Survey, 1981.

FIGURE 4

PERCENTAGE RESPONSE RATE
FOR THE PASSENGER SURVEY QUESTIONS (TOTAL SAMPLE)

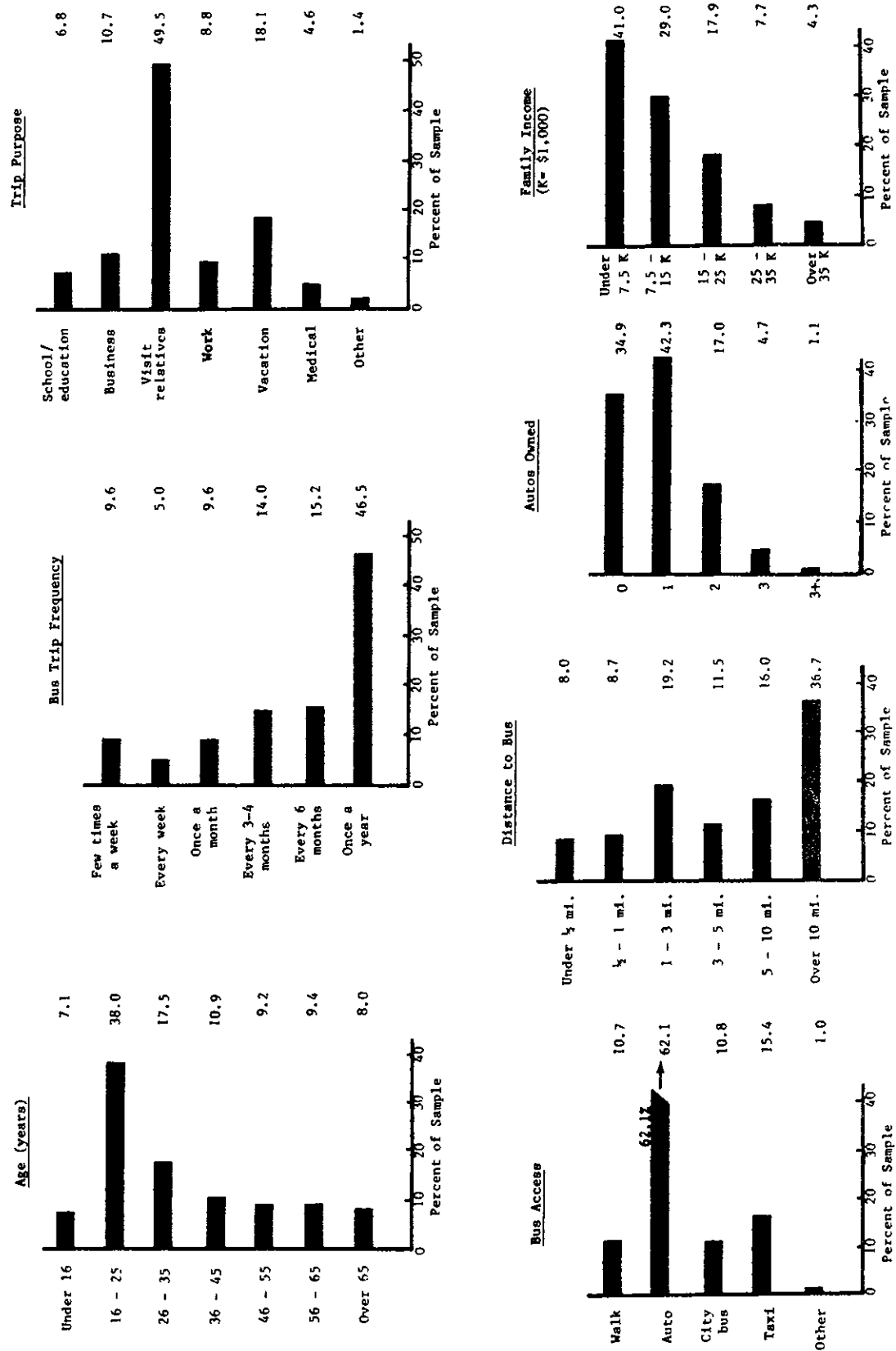


TABLE 20

PROFILE OF PASSENGERS USING INTERCITY BUS SERVICE
IN TENNESSEE BY ORIGIN AND DESTINATION TYPE

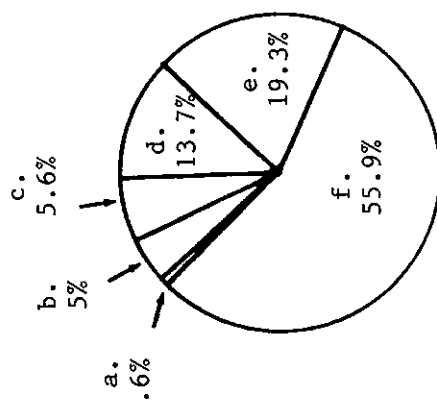
Origin and Destination Type*	1		2		3		4		Total	
	#	%	#	%	#	%	#	%	#	%
AGE: under 15	15	8.4	14	5.6	12	7.9	10	7.5	51	7.1
16 to 25	78	43.6	89	35.3	67	44.4	38	28.4	272	38.0
26 to 35	28	15.6	52	20.6	18	11.9	27	20.1	125	17.5
36 to 45	22	12.3	27	10.7	17	11.3	12	9.0	78	10.9
46 to 55	11	6.1	28	11.1	12	7.9	15	11.2	66	9.2
56 to 65	13	7.3	23	9.1	15	9.9	16	11.9	67	9.4
over 65	12	6.7	19	7.5	10	6.6	16	11.9	57	8.0
FREQUENCY: every week	8	5.0	17	7.3	25	17.4	13	10.9	63	9.6
few times a week	1	0.6	11	4.7	14	9.7	7	5.9	33	5.0
once a month	9	5.6	17	7.3	23	16.0	14	11.8	63	9.6
once every 3--4 months	22	13.7	34	14.7	19	13.2	17	14.3	92	14.0
once every 6 months	31	19.3	35	15.1	19	13.2	15	12.6	100	15.2
once a year	90	55.9	118	50.9	44	30.5	53	44.5	305	46.5
PURPOSE: school/education	8	4.6	15	6.0	13	8.6	12	9.4	48	6.8
business	12	6.9	28	11.2	22	14.5	13	10.2	75	10.7
visit friends/relatives	74	42.8	132	53.0	80	52.6	61	48.0	347	49.5
work	8	4.6	18	7.2	21	13.8	15	11.8	62	8.8
vacation	62	35.8	48	19.3	5	3.3	12	9.4	127	18.1
medical	5	2.9	7	2.8	11	7.2	9	7.1	32	4.6
other	4	2.3	1	0.4			5	3.9	10	1.4
ACCESS: walk	24	14.0	21	8.3	12	8.0	18	14.2	75	10.7
auto	111	64.9	162	63.8	92	61.3	71	55.9	436	62.1
city bus	14	8.2	21	8.3	17	11.3	24	18.9	76	10.8
taxi	20	11.7	45	17.7	29	19.3	14	11.0	108	15.4
other	2	1.2	5	2.0					7	1.0
DISTANCE: less than ½ mi.	16	9.6	14	6.0	11	7.5	6	13.6	47	8.0
½ mile to 1 mile	16	9.6	21	9.0	11	7.5	3	6.8	51	8.7
1 to 3 miles	33	19.9	46	19.7	30	20.5	4	9.1	113	19.2
3 to 5 miles	18	10.8	30	12.9	17	11.6	3	6.8	68	11.5
5 to 10 miles	27	16.3	43	18.5	19	13.0	5	11.4	94	16.0
over 10 miles	56	33.7	79	33.9	58	39.7	23	52.3	216	36.7
AUTO: none	59	34.7	82	32.8	62	41.6	14	27.5	217	34.9
1	79	46.5	101	40.4	61	40.9	21	41.2	262	42.3
2	20	11.8	51	20.4	21	14.1	13	25.5	105	17.0
3	10	5.9	14	5.6	4	2.7	1	2.0	29	4.7
more than 3	2	1.2	2	0.8	1	0.7	2	3.9	7	1.1
INCOME: under \$7,500	53	37.6	86	40.6	62	48.8	7	25.9	208	41.0
\$7,501 to \$15,000	44	31.2	61	28.8	33	26.0	9	33.3	147	29.0
\$15,001 to \$25,000	28	19.9	35	16.5	22	17.3	6	22.2	91	17.9
\$25,001 to \$35,000	7	5.0	20	9.4	8	6.3	4	14.8	39	7.7
\$35,001 to plus	9	6.4	10	4.7	2	1.6	1	3.7	22	4.3

*Origin and Destination Type (1) out of state; (2) origin or destination in Tennessee;
(3) origin and destination in Tennessee; (4) no response to origin and destination question.

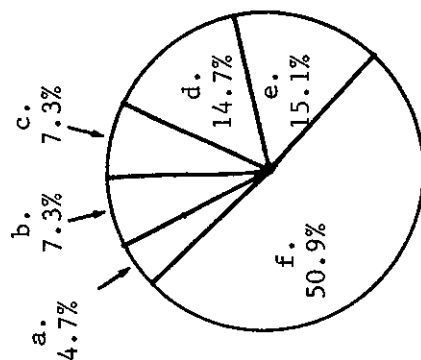
Source: Tennessee Intercity Bus Study, passenger Interview Survey, 1981.

FIGURE 5

VARIATION IN SURVEY RESPONSES
BY TRIP TYPE



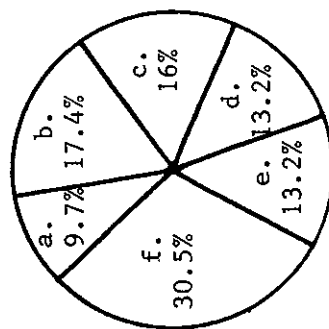
Trips Through
Tennessee



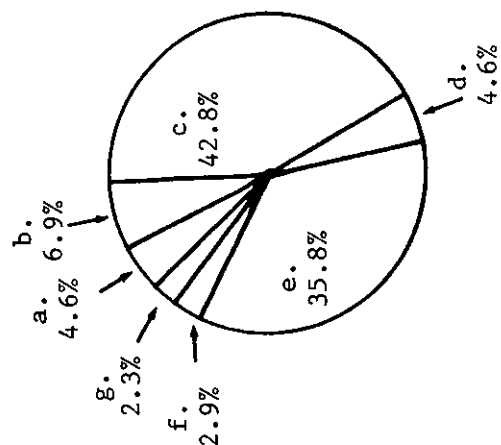
Trips That End or
Start in Tennessee

BUS TRIP FREQUENCY

- a. Few times a week
- b. Every week
- c. Once a month
- d. Every 3-4 months
- f. Once a year



Travel Within
Tennessee



TRIP PURPOSE

- a. School
- b. Business
- c. Visit relatives
- d. Work
- e. Vacation
- f. Medical
- g. Other

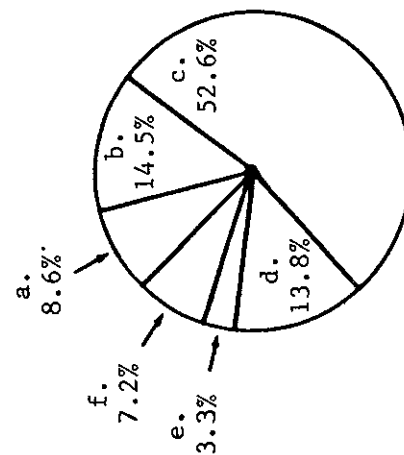


TABLE 21

PACKAGE EXPRESS COUNTS FOR SELECTED INTERCITY BUS CARRIERS
AT SELECTED LOCATIONS IN TENNESSEE, 1981¹

Between: <u>Chattanooga</u>			Survey Date: <u>July 31, 1981</u>				
and:	# Large Boxes	# Small Boxes	# Envelopes	# Tubes	# Unpackaged	# Bags	Other
Chattanooga (runs that terminate)	38	36	2	3	0	4	0
Knoxville & points north	63	28	6	1	0	7	3
Nashville & points north & west	54	44	19	0	0	19	9
Memphis	4	0	2	0	0	0	0
Southbound	72	45	7	4	1	17	6
Eastbound	9	3	1	0	0	0	0
Total	240	156	37	8	1	47	18

1. The survey was taken at the Greyhound and Trailways terminals in Chattanooga for a 24 hour period on July 31, 1981. Affected carriers include Greyhound, Gulf Transport, and Trailways. Counts include both incoming and outgoing items.

TABLE 22

PACKAGE EXPRESS COUNTS FOR SELECTED INTERCITY BUS CARRIERS
AT SELECTED LOCATIONS IN TENNESSEE, 1981¹

Between: <u>Johnson City</u>		Survey Date: <u>August 7, 1981</u>					
and:	# Large Boxes	# Small Boxes	# Envelopes	# Tubes	# Unpackaged	# Bags	Other
Johnson City (runs that terminate)	5	1	0	0	0	0	0
Knoxville & point south & west	12	7	10	2	0	0	0
Bristol & points north	39	33	2	0	0	0	1
Kingsport	5	0	0	0	0	0	0
Elizabethton	0	3	0	0	0	0	0
Eastbound	3	7	1	0	1	0	0
Totals	63	51	13	2	1	0	1

1. The survey was taken at the Greyhound and Trailways terminals in Johnson City for a 24 hour period on August 7, 1981. Affected carriers include Blue Ridge Trailways, Greene Coach Company, and Trailways. Count includes both incoming and outgoing items.

TABLE 23

PACKAGE EXPRESS COUNTS FOR SELECTED INTERCITY BUS CARRIERS
AT SELECTED LOCATIONS IN TENNESSEE, 1981¹

Between: <u>Knoxville</u>		Survey Date: <u>August 7, 1981</u>					
and:	# Large Boxes	# Small Boxes	# Envelopes	# Tubes	# Unpackaged	# Bags	Other
Knoxville (runs that terminate)	105	99	10	0	5	1	5
Nashville & points west	156	112	20	4	0	5	10
Chattanooga & point south	188	109	24	10	4	14	5
Johnson City & point northeast	233	137	24	8	6	5	8
Northbound	230	220	41	16	19	9	6
Eastbound	46	28	6	0	0	2	1
Totals	958	705	127	38	34	36	35

1. The survey was taken at the Greyhound and Trailways terminals in Knoxville for a 24 hour period on August 7, 1981. Affected carriers include Autrey Bus Lines, B & C Bus Lines, Greyhound, and Trailways. Count includes both incoming and outgoing items.

TABLE 24

PACKAGE EXPRESS COUNTS FOR SELECTED INTERCITY BUS CARRIERS
AT SELECTED LOCATIONS IN TENNESSEE, 1981¹

Between: <u>Memphis</u>		Survey Date: <u>August 14, 1981</u>					
and:	# Large Boxes	# Small Boxes	# Envelopes	# Tubes	# Unpackaged	# Bags	Other
Memphis (runs that terminate)	290	177	31	10	16	43	5
Nashville & points east	241	156	34	14	9	19	6
Paris	0	5	0	0	0	0	0
Northbound	235	270	23	12	5	10	7
Southbound	311	246	45	17	19	20	12
Westbound	442	259	37	9	11	36	9
Totals	1519	1113	170	62	60	128	39

1. The survey was taken at the Greyhound and Trailways terminals in Memphis for a 24 hour period on August 14, 1981. Affected carriers include Greyhound, Great Southern Coach, Gulf Transport, Oklahoma Transportation, River Transportation, Trailways, and Tri-State Transit. Count included both incoming and outgoing items.

TABLE 25

PACKAGE EXPRESS COUNTS FOR SELECTED INTERCITY BUS CARRIERS
AT SELECTED LOCATIONS IN TENNESSEE, 1981¹

Between: <u>Nashville</u>		Survey Date: <u>July 24, 1981</u>					
and:	# Large Boxes	# Small Boxes	# Envelopes	# Tubes	# Unpackaged	# Bags	Other
Nashville (runs that terminate)	8	32	2	2	11	3	0
Knoxville & point east	105	187	17	12	22	6	0
Memphis & points west	86	107	17	17	16	4	0
Chattanooga & points south	25	8	5	1	3	0	0
Centerville/Hohenwald	2	8	1	1	0	0	0
Northbound	104	71	13	4	9	2	0
Southbound	15	28	8	2	3	1	0
Totals	345	441	63	39	64	16	0

1. The survey was taken at the Greyhound and Trailways terminals in Nashville for a 24 hour period on July 24, 1981. Affected carriers include Brooks Bus Line, Greyhound, Tennessee Trailblazer, and Trailways. Count includes both incoming and outgoing items.

TABLE 26

PACKAGE EXPRESS COUNTS
FOR ALL LOCATIONS¹

City	# Large Boxes	# Small Boxes	# Envelopes	# Tubes	# Unpackaged	# Bags	Other
Chattanooga	240	156	37	8	1	47	18
Johnson	63	51	13	2	1	0	1
Knoxville	958	705	127	38	34	36	35
Memphis	1519	1113	170	62	60	128	39
Nashville	345	441	63	39	64	16	0
Totals	3125	2466	410	149	160	227	93

1. Compilation of totals shown for each city (See Tables 21- -25). Totals include both incoming and outgoing items.

TABLE 27

PROFILE OF SHIPPERS WHO UTILIZE PACKAGE EXPRESS SERVICE
 PROVIDED BY INTERCITY BUS COMPANIES IN TENNESSEE, 1981¹

City	Frequency of Intercity Shipments	Percentage of Intercity Shipments by Bus	Reasons for Using Bus Versus Other Intercity Alternatives	Problems Encountered and/or Suggestions for Improvements
Chattanooga	daily	5%	later departures, earlier delivery, heavier weight	a few packages lost for a day or so
	daily	low	service	personnel should be more attentive to servicing the customer. There have been delays in answering the telephone and waiting lines have moved slowly.
	almost daily	once a month	depending on bus schedules--faster delivery	rate schedules similar to UPS--Forms that can be filled out in advance with rates per pound for different zones or cities, etc.
	daily	100%	faster and easier for customers to pick up	Now bus charges are so expensive that our customers are asking for cheaper methods when time permits
	daily	95%	bus service offers more small town destinations throughout our shipping area	occasional damage to perishable flowers due to negligence and rough handling by package express personnel. Package express personnel need to be more careful in handling perishable flower shipments.
	daily	1 to 2%	early next day delivery	shipments going to wrong city or not meeting connections
	daily	90%	speed of delivery and reliability of arrival dates. UPS is cheaper but unreliable to small towns	not expensive; generally good service; keep bus station list updated to current status. Bus station lists provided by carriers often show a station in a given town, usually small towns which has been closed for months.
	daily	10%	we would like to but don't because they are not dependable	local terminal express employees are uncooperative. Lack of confidence in schedules. Build confidence that shipments will arrive on time.
	daily	10%	faster in some areas	packaging sizes and weight
Johnson City	daily	98%	for overnight service, it is the least expensive	the problems are very few with the amount we ship. The only problem is with the Knoxville terminal with delays. The system seems to be meeting our needs at the present.
	approximately 6--8 weekly	25%	convenience, there are 4 cities we ship to within 25 miles	bus routes are not frequent enough
	10--50 times a month	10%	customer preference	very slow deliveries to our customer areas; packages placed on wrong routes. Reschedule rate structure to be more competitive with other carriers. Guarantee overnight service within given radius areas.

TABLE 27 (Continued)

City	Frequency of Intercity Shipments	Percentage of Intercity Shipments by Bus	Reasons for Using Bus Versus Other Intercity Alternatives	Problems Encountered and/or Suggestions for Improvements
Johnson City (continued)	approx. 3--4 times a week	95%	faster, usually within a matter of a few hours	none
Knoxville	daily	95%	convenience, overnight arrivals, low cost	only once package was lost for several weeks. Service is most adequate
Memphis	2 times per month	20%	they serve small towns quickly	none
	daily	none	-----	-----
	daily	5%	speed	slow pay on C.O.D. shipments; speed up pay on C.O.D. shipments
	30 times per year	60%	remote locations and price	none
	never use	-	-----	-----
Nashville	daily	70%	customer request, convenience, quickness of delivery, price	they need to have a better method of tracing shipments
	daily	10%	customer request	time delay in receiving C.O.D. payments; improve time currently required to receive C.O.D. payments
	daily	2%	customer request	none
	daily	3%	economical; speed	none
	daily	10%	safe and fast	hold rates down as low as possible
	daily	as little as possible	customer request	very rude and unconcerned about problem
	daily	1%	customer request	inconvenience of us having to take packages to bus station and our customers having to go pick them up, and the amount of freight charged and being able to put only one package per bus bill.

¹The information in this table was provided by shippers who were identified through a review of Package Express bus bills at the Trailways terminal in Nashville, Chattanooga, Knoxville, Johnson City, and Memphis, Tennessee. The effort was a part of a survey conducted on four separate Fridays from July 24, 1981--August 14, 1981.

TABLE 28

PROFILE OF CHARTER AND CONTRACT SERVICE PROVIDED BY
SCHEDULED INTERSTATE CARRIERS IN TENNESSEE, 1981

Charter Service							Contract Service		
Carrier	No. of Charter Trips Operated in Tennessee Annually	Predominant Purposes	Marketing Efforts	Problems Encountered	Frequency of Contract Service	Predominant Purposes	Problems Encountered		
B & C Bus Line, Inc.	300	pleasure trips, band festivals, ball games, (school)	advertise periodically radio and newspaper	lack of local support	none				
Brooks Bus Line	75	schools	advertise in newspaper, radio, and television	none noted	none				
Tennessee Trailblazer	548	church groups, school, and senior citizen groups	advertise in newspaper and yellow pages	having to compete with unlicensed church buses and "gypsy" operators who do not pay taxes, go through safety inspections or have ample proof of insurance	once weekly	taking elderly to local church	none		
Tri-State Transit Company, Inc.	only in operation since February, 1981								

Source: Tennessee Intercity Bus Study Company Questionnaire, May, 1981. Only those companies responding to the initial and follow-up questionnaires have been included.

CHAPTER IV

TAXES AND FEES

Like all other corporations organized for profit, all privately-owned bus companies are subject to taxes and fees associated with the privilege of doing business in corporate form in the State of Tennessee. Accordingly, such bus companies are subject to (1) taxes on their net earnings and gross receipts, which are paid to the Tennessee Department of Revenue; (2) ad valorem taxes on property owned or leased in the operation of their business, which are assessed and collected by the Tennessee Public Service Commission on behalf of local governments (counties, municipalities, and special school districts); (3) franchise taxes based upon issued and outstanding stock, surplus and undivided profits, which are paid to the Tennessee Department of Revenue; and (4) business taxes based upon non-transportation receipts (such as retail sales of food, newspapers, magazines and so forth in terminals), which are paid to the Tennessee Department of Revenue.

Furthermore, bus companies regulated by the Tennessee Public Service Commission are subject to initial filing fees and annual vehicle identification fees authorized by law to be charged by the Public Service Commission as a contribution towards the costs of regulating and supervising bus operations in the State of Tennessee. In addition, annual vehicle registration fees based upon the seating capacity of each passenger vehicle operated in Tennessee have to be paid to the Tennessee Department of Revenue.

Finally, bus companies pay the state tax on each gallon of motor fuel consumed in the provision of their services. This tax is paid to wholesale fuel distributors at the time of purchase; taxes collected by distributors are paid to the Tennessee Department of Revenue.

The purpose of this chapter is to describe the basis for each fee charged and tax levied, as well as the manner in which they are collected. Also, estimates of the total annual revenue to the State of Tennessee derived from these fees and taxes are presented.

Description of Fees and Taxes

In describing the fees and taxes paid by bus companies operating in Tennessee, particular attention has been paid to the statutory authority for the fee or tax, the fee schedule or tax rate, and the method of collection of the fee or tax. Before beginning this description, however, it is important to understand the role played by the Tennessee Public Service Commission in regulating and supervising bus operations in Tennessee.

The following excerpts from the Tennessee Code Annotated provide an overview of the role played by the Tennessee Public Service Commission:

- The Tennessee Public Service Commission (PSC) is vested with the power and authority to license, supervise and regulate every motor carrier, to fix or approve the rates, fares, charges, classifications and rules and regulations pertaining thereto; to regulate and supervise the schedules, service and method of operation; to require the filing of annual and other reports and data; to require that the accounts and records of such motor carriers be kept and maintained in a manner consistent with good accounting practice; and to supervise and regulate motor carriers in all matters affecting the relationship between such motor carriers and the general public.

(Tennessee Code Annotated (TCA) 65-1506)

- It is unlawful for any motor carrier to operate or furnish service as a common carrier between points within Tennessee without having first obtained from the PSC a certificate declaring that public convenience and necessity will be promoted by such operation.

(TCA 65-1507)

- Exempt from PSC regulations are vehicles used for the following purposes: carrying persons to and from school; to church; on charitable organization-arranged trips; to funerals; in ambulances; in taxicabs; milk, farm products and livestock to market; transporting coal, petroleum products, hot mixed asphalt, and newspapers; and demonstration projects.

(TCA 65-1503)

- Specifically not exempted from PSC regulations are motor vehicles, for which passengers are solicited, and which are operated to and from points of interest in or near any city, and which, therefore perform the same service as a sight-seeing bus, regardless of whether they are called "buses" or "for-hire cars".

(TCA 65-1504)

- No certificate of convenience and necessity or interstate permit shall be issued by the PSC until the PSC has approved a policy of liability insurance in such an amount and upon such conditions as the PSC may deem necessary to adequately

protect the interests of the public in the use of the public highway.

(TCA 65-1512)

- No motor carrier regulated by the PSC shall abandon or discontinue any service without an order from the PSC.

(TCA 65-1514)

- All charges made by any motor carriers must be just and reasonable.

(TCA 16-1521)

- All motor carriers must furnish the PSC with its tariff of charges.

(TCA 16-505)

The above excerpts indicate the significant influence exercised by the Tennessee Public Service Commission on the bus industry. As of July, 1981, a total of seventy-one (71) bus companies held certificates with the PSC, of which sixteen (16) were interstate and/or intrastate bus companies, sixteen (16) were work bus companies, and thirty-nine (39) were tour buses, limousines and occasional charter bus companies. An additional thirty (30) bus companies held interstate permits.

A description of each fee and tax collected in Tennessee by state or local agencies is presented in the following subsections.

Public Service Commission Fees

- Every application for a certificate of convenience and necessity shall be accompanied by the payment of fifty dollars (\$50), which shall be applied to the cost of the hearing thereon. Petitions for transfer of certificates and applications for the registration of interstate authority shall be accompanied by the payment of twenty-five dollars (\$25), and ten dollars (\$10) for each subsequent filing by carriers already holding certificates.

(TCA 64-1511)

- No later than the 31st day of January of each calendar year, each motor carrier holding a certificate of convenience and necessity or an interstate permit shall pay a fee of five dollars (\$5) per vehicle, as to provide a means for the state to exercise its police powers in order to protect the highways and in order to promote the safety of the public by the regulation on the use of the highways.

(TCA 65-1518)

Department of Revenue Taxes

- Excise Tax on Corporate Earnings - All corporations organized for profit under laws of Tennessee or any state or country and doing business in Tennessee shall pay annually an excise tax, in addition to all other taxes, equal to six percent (6%) of the net earnings for the next preceding fiscal year for business done in Tennessee. (TCA 76-2702). The tax is neither a property tax nor an income tax, but is a tax based on the privilege of doing business in corporate form in Tennessee. (Woods Lbr. Co. vs MacFarland [1962], 209 Tenn 667, 355 SW 2d 448).
 - For motor carriers, all business earnings shall be apportioned to Tennessee by multiplying the earnings by the ratio obtained by taking the arithmetical average of the following two ratios:
 - (1) Gross receipts from Tennessee operations divided by entire gross receipts from all operations; and
 - (2) Total certificated franchise miles in Tennessee divided by total certificated franchise miles from all operations.
- (TCA 67-2724)
- An annual report (on Form RV-0015) shall be filed no later than the first day of the fourth month following the close of the corporation's taxable year.
- (TCA 67-2728)
- Tax on Corporate Gross Receipts - All corporations chartered by the State of Tennessee or organized under its laws, and all foreign corporations, must pay annually: either a sum equal to one-half of one percent ($\frac{1}{2}\%$) of the gross amount of its Tennessee receipts for its previous fiscal year, with a minimum payment of twenty-five dollars (\$25) ; or, a sum according to the following schedule:

<u>Actual Capital Stock</u>	<u>Sum Owed</u>
Up to \$25,000	\$ 5.00
\$25,001 to 50, 000	10.00
\$50,001 to \$100 ,000	20.00
\$100,001 to \$250, 000	30.00
\$250,001 to \$500,000	50.00
\$500,001 to \$999, 999	100.00
\$1,000,000 plus	150.00

An annual report (on Form RV-0015) shall be filed no later than the first day of the fourth month following the close of the corporation's taxable year.

(TCA 67-2803)

- Corporate Franchise Tax - All corporations organized for profit under the laws of Tennessee or any other state or country and doing business in Tennessee shall pay annually a privilege tax in addition to all other taxes of fifteen cents (\$0.15) on the one hundred dollars (\$100) of the issued and outstanding stock, surplus, and undivided profits of such corporation as shown at the close of its last fiscal year. The minimum tax shall be ten dollars (\$10).

(TCA 67-2902, 67-2903, and 67-2909)

- For common carriers of persons, the capital stock, surplus, and undivided profits shall be apportioned to Tennessee on the basis of the arithmetical average of the following two ratios:
 - (1) Gross receipts from Tennessee operations divided by entire gross receipts from all operations; and
 - (2) Total certificated franchise miles in Tennessee divided by total certificated franchise miles from all operations.

(TCA 67-2919)

- Fuel Tax - All bus companies pay the Tennessee Motor Fuel Tax (12¢) and Special Petroleum Product Tax (1¢) on every gallon on diesel fuel purchased from wholesale distributors in Tennessee. To account for either underpayment of tax on fuel purchased in another state and used in Tennessee, or overpayment of tax on fuel purchased in Tennessee and used in another state, the bus company is required to file tax reports with the Department of Revenue on Form RV-0526. In this manner, Tennessee theoretically receives its 13 cents (13¢) per gallon on all diesel fuel consumed in bus operations over Tennessee highways. It should be noted that the law which authorizes Form RV-0526 only covers interstate buses which are engaged in the transportation of package express in addition to passengers. Intrastate buses and buses transporting passengers only are not required to file Form RV-0526.
- Vehicle Registration Fees - In order to facilitate efficient and uniform enforcement of Tennessee motor vehicle laws, passenger motor vehicles are classified as Class (C) vehicles and charged an annual registration fee of \$17.75. (TCA 55-4-111). In addition, passenger motor vehicles operating for hire are required to pay at the time of registration the following fees:

<u>Number of Seats for Passengers</u>	<u>Fee</u>
2 seats	\$6.00 total
3 to 5 seats	\$15.00 total
6 to 7 seats	\$21.00 total
8 or more - base rate	\$15.00 per seat
- sightseeing buses	\$7.50 per seat
- intracity buses	\$0.50 per seat
- intracounty buses	\$4.00 per seat
- non-metro area	\$7.50 per seat

(TCA 55-4-112)

- Passenger motor vehicles operating in more than one state can have their registration fees apportioned according to the number of miles operated in Tennessee and the other state(s).

(TCA 55-4-122)

Local Government Taxes

- Local Government Ad Valorem Tax - Although the taxes ultimately are paid to the counties and municipalities, the Tennessee Public Service Commission (Assessment Division) is responsible for appraising and assessing for ad valorem taxation all of the properties of every description, tangible and intangible, within Tennessee, owned by and all personal property used and/or leased by any public utility under its jurisdiction. In 1980, the total of 937 public utilities included 64 bus companies. The motor bus company assessments were determined in accordance with the Motor Carrier Transportation Act of 1980, which requires property to be assessed at 40 percent on Real Property, and 30 percent on Personal Property. Apportionments to individual counties and municipalities are based upon mileage operated in them by each assessed bus company.
- Local Government Business Tax - The business tax is intended to be imposed by counties and/or municipalities in lieu of any or all ad valorem taxes on inventories or merchandise being held for sale or exchange. While this does not apply to transportation receipts of bus companies, any non-transportation receipts such as might be derived from the operation of a cafeteria in a bus terminal (for example) are subject to this tax. The minimum tax is fifteen dollars (\$15) plus a percentage depending on the classification of the business. For instance, the two classifications which would be applicable to a bus company owned terminal are:

<u>Classification</u>	<u>Tax Rate</u>	<u>Type of Sales</u>
2	1/10 of 1% of all retail sales	Prepared food and drinks for consumption on and/or off the premises.
3	1/8 of 1% of all retail sales	Books and magazines; candy cigarettes; gift and novelty merchandise.

Each local collector of each county and/or incorporated municipality is required to turn over to the Tennessee Department of Revenue fifteen percent (15%) of the total amount collected.

(TCA 67-5801, 67-5805, 67-5806, and 67-5823)

Annual Revenues From Fees and Taxes

The sources of information used in developing this section were as follows:

- Tennessee Public Service Commission - Assessment Division
- Motor Carrier Division
- Tennessee Department of Revenue - Motor Vehicle Division
- Internal Audit Division
- Franchise, Excise and
Income Tax Division
- Tennessee Department of Transportation - Office of Public
Transportation
- Legal Division

The totals of annual revenues from each fee and tax were derived from information provided by the above sources and the consultant's best judgement based on secondary information. In some instances, certain bus companies are exempt from PSC regulation and therefore did not appear in PSC reports. In other instances, PSC certificated bus companies did not appear in the Department of Revenue's reports because they are run by individuals or as partnerships, rather than as a corporation. Sorting out the unavailable data from PSC and Department of Revenue lists was a complicated task, but it is felt that the resulting revenue estimates presented later in this section accurately reflect the state-levied fees and

taxes paid by all interstate, intrastate, work, and sightseeing buses currently operating within the State of Tennessee. The only state levied tax excluded from this analysis is the State Sales Tax, which is considered to be insignificant compared to other taxes since most rolling stock is purchased from out of state, and there is no sales tax levied on fuel for which the fuel tax has been paid.

Public Service Commission Fees

- A. Application Fees - It is estimated that the Tennessee Public Commission receives an average of \$1,000 annually in filing fees from bus companies submitting applications for certificates, petitions for transferring certificates, and applications for registration of interstate authority.
- B. Vehicle Identification Fees - It is estimated, based on the number of bus companies holding certificates and the number of buses used by each company in business in Tennessee, that the Public Service Commission receives approximately \$16,000 each year from this source.

Tennessee Department of Revenue Taxes

- A. Excise Tax on Corporate Earnings - From figures provided by the Department of Revenue, a total of seven (7) incorporated bus companies filing Form RV-0015 "Franchise and Excise Domestic Tax Return, Annual Report and Filing Fee" paid almost \$17,000 in excise taxes on anticipated net earnings for FY 1981. The distribution of payment amounts was as follows:

<u>Tax Paid</u>	<u>Number of Companies</u>
Up to \$100	1
\$101 to \$250	1
\$251 to \$1,000	3
\$1,001 to \$10,000	1
\$10,001 plus	1

- B. Tax on Corporate Gross Receipts - From figures provided by the Department of Revenue, a total of fifteen (15) incorporated bus companies filing Form RV-0015 paid filing fees (i.e., taxes) ranging from \$5 to \$25 based upon capital stock. The distribution of taxes paid for FY 1981 was as follows:

<u>Actual Capital Stock</u>	<u>Tax Paid</u>	<u>Number of Companies</u>
Up to \$25, 000	\$ 5.00	10
\$25,001 to \$50,000	10.00	3
\$50,001 to \$100,000	20.00	1
$\frac{1}{2}\%$ of gross receipts	25.00	1
<u>Total Tax Paid</u>	<u>\$125.00</u>	<u>15</u>

- C. Corporate Franchise Tax - From figures provided by the Department of Revenue, a total of fourteen (14) incorporated bus companies filing Form RV-0015 paid almost \$15,000 in corporate franchise taxes in FY 1981. The distribution of taxes paid was as follows:

<u>Tax Paid</u>	<u>Number of Companies</u>
Up to \$100	7
\$101 to \$250	4
\$251 to \$1,000	1
\$1,001 to \$10,000	1
\$10,001 plus	1

- D. Motor Fuel Tax - From mileage figures provided to the Public Service Commission by the certificated bus companies, it was determined that the total miles of service provided in Tennessee during 1980 was 20,500,000 miles, of which 17,250,000 (84%) was the result of scheduled interstate and intrastate bus service. Assuming an average fuel consumption of 6 miles per gallon of diesel fuel (which is in the range of 4.46 to 6.93 miles per gallon reported by six companies on their quarterly fuel tax reports, Form RV-0526), total fuel consumption in Tennessee would approximate 3,417,000 gallons annually. At the rate of 13¢ per gallon, this generates fuel tax receipts for the state of about \$445,000 each year.
- E. Vehicle Registration Fee - Based upon figures provided by the Department of Revenue on vehicle registration fees paid by the larger bus companies for their Tennessee registered buses, and by out-of-state bus companies for their buses registered in other states but doing business in Tennessee, and figures developed by the consultant for the many smaller bus companies offering intercity, sightseeing and work bus services in Tennessee, the following estimates of registration fees were made:

◦ Interstate/Intrastate Schedules Buses	\$82,100
Registered in Tennessee	\$27,300
Registered Out-of-State	\$54,800
◦ Sightseeing/Charter Buses	\$19,900
Registered in Tennessee	\$14,250
Registered Out-of-State	\$ 5,650
◦ Work Buses (Tennessee registration only)	\$ 4,400
TOTAL REGISTRATION FEES	\$106,400

These fees take into account the different per-seat fees charged vehicles providing different types of service as presented in the motor vehicle laws (TCA 55-4-112).

Local Government Taxes

- A. Ad Valorem Taxes - Ad valorem taxes paid by bus companies to local governments (according to assessments made by the Public Service Commission) totaled \$3,540,000 in 1980. Companies providing scheduled interstate or intrastate services accounted for 85 percent of the total. The largest single payment (\$2.2 million) was made by Greyhound, representing 62 percent of the total. Trailways affiliates paid a total of \$631,000, or 18 percent of the total. Total ad valorem taxes in the previous two years (1979 and 1978) were considerably higher, totaling \$5,200,000. The decrease from 1979 to 1980 was caused almost entirely by reductions in the assessments on the two largest payers, Greyhound and Trailways affiliates.
- B. Business Tax - From figures provided by the Public Service Commission for 1980, five (5) bus companies indicated about \$12,000,000 of non-transportation revenues from their operations in Tennessee. Assuming that all of this revenue is subject to the business tax at a rate of one-tenth of one percent (0.1%), then the business tax revenue to the state would equal \$12,000. While this assumption may not be entirely correct, it is felt to be representative of the bus industry as a whole in Tennessee. Fifteen percent of this amount, or \$1,800, is turned over to the Tennessee Department of Revenue.

Total Fees and Taxes

Totaling all the taxes and fees described in this section, it is estimated that bus companies annually pay almost \$4.2 million to the State of Tennessee and local governments. A detailed summary of the fees and taxes is presented in Table 29.

TABLE 29
SUMMARY OF TAXES AND FEES PAID

Source		Annual Fees	Annual Taxes
Public Service Commission		\$17,000	-0-
A.	Application Fees \$ 1,000		
B.	Vehicle ID Fees 16,000		
Department of Revenue		\$106,400	\$477,125
A.	Excise Tax \$ 17,000		
B.	Gross Receipts 125		
C.	Franchise Tax 15,000		
D.	Fuel Tax 445,000		
E.	Vehicle Reg. Fee 106,400		
Local Governments		-0-	\$3,552, 000
A.	Ad Valorem Tax \$ 3,540,000		
B.	Business Tax 12,000		
Total		\$123,400	\$4,029,125
TOTAL FEES AND TAXES		\$ 4,152,525	

CHAPTER V

POLICY ISSUES

Several policy issues that the State of Tennessee may have to address over the next few years were identified based on: (1) questions raised or comments offered during data collection and survey activities, (2) discussions with state and federal officials during the study, (3) discussions with the Project Management Committee as the study progressed, and (4) policy issues or concerns being addressed in other states. The following sections briefly describe the overall state of the intercity bus industry, concerns expressed by passengers and bus companies during study activities, several specific policy issue areas, and alternatives for state action or involvement.

The purpose of this chapter and the discussions provided in subsequent sections is to present a listing and brief description of policy issues. It should be noted that the listings and discussions are not the result of in depth analyses.

The State of the Intercity Bus Industry

The most critical problem facing the intercity bus industry is the long-term decline in passenger traffic carried on regularly scheduled route services. Unfortunately, the bus industry has little control over the causes for this decline, since they are rooted in social, economic, and political trends in the nation's economy. For example, increased car ownership of an affluent society has significantly eroded the passenger traffic base of the intercity bus industry. Another cause is the steady migration to urban areas away from rural areas where intercity buses have traditionally been the only form of transportation other than the private automobile.

The deterioration of downtown areas in cities of all sizes has obsoleted passenger terminal locations of the bus industry. This has in turn tainted the public image of the entire intercity bus industry and further reduced the passenger traffic. Recent efforts to improve terminals through renovation and/or relocation have been slowed down considerably by inadequate net earnings and cash flow problems. Compounding this situation is the desire of the bus industry to not pass on these expenses if at all possible to the traveling public in the form of higher fares, lest the passenger traffic decline at an even faster rate.

Inflation has probably hit the intercity bus industry harder than the nation's industry as a whole. The bus industry does not

have a rising volume of business to absorb higher overhead and other expenses. Its only option is to increase passenger fares and freight charges. When you consider that the typical intercity bus passenger is generally more sensitive to fare increases than his counterpart on the airlines (who is often traveling on an expense account), it is not surprising that intercity bus travel (which is more discretionary and generally paid out of the passenger's own pocket) declines in the face of increased fares. In fact, the intercity bus industry appears to be unique in the severity of the elasticity between price and demand.

It is clear that the intercity bus industry's ability to provide essential public services to rural, small urban, and even some medium size urban areas has declined to the point that without some form of assistance, or without some type of restructuring of service approaches, these areas will often lose services altogether. Traditional internal cross subsidizing of unprofitable regular route service by profitable charter and package express no longer makes good business sense (and may no longer be financially feasible) for even the large multi-state bus companies. Furthermore, it appears that the profit margin on higher volume regular routes is no longer sufficient to allow for cross subsidizing of unprofitable regular routes (usually of shorter length or local service).

Concerns Expressed By Passengers and Bus Companies

The survey of passengers conducted at intercity bus terminals across Tennessee yielded a great deal of information concerning the prevailing opinions on the quality and quantity of intercity bus service. While it must be stated (in fairness to the intercity bus companies) that by far the majority of passengers indicated no difficulties in using the service, when asked what improvements could be made, few passengers ignored the opportunity to put forth their suggestions and ideas, and air their grievances. The majority of comments appeared to stem from the passengers' personal experiences from riding intercity buses (as might be expected).

Often expressed were complaints that the service: (1) is not frequent enough (causing long waits whenever interline transfers are necessary, (2) is not fast enough (caused by too many intermediate and "unnecessary" stops), and (3) does not serve enough destinations.

The condition of the bus terminals was also frequently brought up, in terms of apparent lack of cleanliness of rest rooms, waiting areas, and cafeterias, quality of food available, and apparent lack of personal safety at certain times of the day. Also, many passengers related bad experiences they had with bus company personnel (both on and off the buses), though it is not known to what extent these experiences were passenger-provoked.

The buses were mentioned as not being as clean as they might be (from infrequent cleaning up of litter, or from dirty restrooms, or from insects of one form or another), and not sufficiently comfortable on long trips. Many passengers felt that smoking on buses should be banned completely. Finally, many passengers wished that seat assignments could be made before boarding (like on airlines) so as to avoid having to split up family members (especially critical when mothers are traveling with small children).

While there is universal agreement among bus companies as to the causes of their current problems, there is no clear consensus on what the best solution(s) might be. The prospect of deregulation (in whatever form) is viewed differently depending on whether the bus company is interstate, intrastate, local, charter, or sightseeing, because deregulation is likely to impact them in different ways. Also, some companies favor direct financial support for their unprofitable routes if they are going to be forced to continue them, whereas other companies feel that elimination of unnecessary regulations and unfair taxation will give them enough relief so as to function better in a competitive market. Frequently expressed is the example of unfair subsidy received by airlines by their being able to use publicly-financed (at least to a large extent) airports and terminals. Also, the fact that the state only charges intracity buses an annual registration fee of 50¢ per seat compared to \$15 per seat for intercity buses only increases the feeling of being unfairly discriminated against.

Policy Issue Areas

The basic public policy issue (involving decisions by the State of Tennessee) is the type and amount of government involvement in the intercity bus industry that appears appropriate for the coming years. Currently, the State's involvement is essentially limited to regulatory functions performed by the Public Service Commission. Other state agencies are somewhat involved, through the collection of taxes or fees and the enforcement of normal highway safety regulations. The Tennessee Department of Transportation has attempted to improve the State's understanding of the intercity bus industry and its problems through this study and related activities. Recently, the State has begun to look at the advantages and disadvantages of reducing the amount and type of regulation imposed on the intercity bus industry, particularly with regard to service approaches, routes, and schedules. No significant effort has been made to evaluate the advantages or disadvantages of direct financial assistance of the intercity bus industry by the State.

Specific issues affecting the actual operations of the intercity bus industry, pertaining primarily to questions of market segments, service approaches, or equipment/facility needs, cannot be fully addressed outside the context of the broader issue of

governmental involvement. However, development of specific recommendations for improvements to intercity bus services will depend on careful analysis of these three aspects (market segment, service approach and associated operational procedures, and equipment/facility needs). Recommendations for intercity bus service improvements will have to evolve from efforts to address both types of issues: questions about the benefits of changes in service approaches and implications of those changes for the type and amount of governmental involvement.

It appears that analysis and development of recommendations can be accomplished independently for different market segments. However, the service approach and facility/equipment for other market segments will need to be assessed to insure compatibility. For example, special services implemented for handling the non-work travel needs of non-handicapped elderly in a particular area may adversely affect implementation or continuation of services for non-work trip by the general public. Similarly, routes and schedules for intercity buses cannot be established for one geographic area (for example, Tennessee) entirely independently of routes and schedules needed in adjacent areas (for example, the states surrounding Tennessee). The objective is to select service approaches for the various market segments that, as a minimum do not severely hamper each other and, in some cases, reinforce each other.

Several of the service policy issues noted during the study are described below.

Market Segments

- The passenger survey revealed that many riders only took trips once or twice a year. While this may be affected by the amount of vacation time people earn or when they are permitted to take it, a substantial increase in total passenger traffic could be achieved if current riders only rode more frequently, regardless of how many new riders might be attracted. A marketing program focused on existing riders might increase ridership among market segments already familiar with intercity bus services. As an example of this type of effort, the North Carolina Utilities Commission (the equivalent of the Tennessee Public Service Commission) recently awarded the intercity bus companies a rate increase providing that they contributed toward the development of a statewide marketing plan aimed at increasing their ridership.
- The relative quality and quantity of services in different parts of Tennessee must be measured primarily on the basis of local services provided by smaller scheduled carriers, charter and tour bus companies, and work bus providers. Scheduled services provided by the major bus companies focus on an interstate (or metro to metro) route structure and schedule. Routes and schedules for service to

smaller towns or outlying communities are next in order of concern, with little attention to local service between smaller towns or within substate areas.

- Increases in tourism and work bus operations over the past few years are indicative of responses to selected market segments. Significantly different service approaches and associated operational procedures are required for each market segment. Given these operational implications, it is questionable whether a single company can efficiently respond to a broad range of market segments within a small part of its total service area (for example, Tennessee as a part of the total Greyhound or Trailways service network).

Service Approaches

- As noted above, scheduled services require different operational procedures than other types of services that might be focused on narrow market segments. It would appear that a favorable climate for innovation among smaller companies and individual entrepreneurs requires more freedom to alter service structure, routes, and schedules. This greater flexibility would appear to require less regulation of operational aspects. It may also imply the need for stronger enforcement of vehicle safety and insurance coverage provisions.
- During the passenger interviews, several complaints indicated that service (1) isn't frequent enough, (2) isn't fast enough, and (3) doesn't serve enough destinations. Obviously, improvements intended to alleviate any of these complaints is likely to worsen the situation with regard to the other two complaints (especially in a service network responding to a fixed or declining ridership). For example, one way to make service faster is to operate more runs on Interstate facilities and reduce the number of destinations served. Similarly, one way to improve frequency to metropolitan areas would be to reduce the amount of equipment committed to serving small towns and rural areas. These considerations, along with the previously noted concerns about the capability of a single company responding to multiple markets without expansion of total ridership, may make a restructuring of service patterns inevitable. Some companies may be better suited for handling high volume, longer trip length, main line (metro city to metro city) traffic while others are better suited for providing innovative service approaches in rural areas and smaller towns.
- The current financial condition of the intercity bus industry and the likelihood that less federal financial support will be forthcoming seem to imply that maximum flexibility and

freedom of action is needed if intercity bus services are to survive. Further reduction of regulatory constraints may allow a restructuring of the intercity bus service system based on different "tiers" of service types (for example, metro to metro runs within the interstate schedule structure for the general public, scheduled local and rural to metro services for the general public, and specialized services focused on narrow market segments such as workers and groups making regular but infrequent non-work trips.)

- Any restructuring of the intercity bus system will have to be sensitive to the fact that the operational implications of services responsive to passenger needs may differ from those of shippers (package express). The passenger/package express mix is likely to vary significantly from company to company.

Facilities and Equipment

- Most intercity bus terminals are located in or adjacent to downtown areas and are usually near major community and public facilities. However, access to the terminals for originating or terminating passengers, and for shippers of package express items, is sometimes difficult to obtain or information about possible services is not widely known. This is sometimes a problem for interline transfers as well, although terminals for the two major carriers (Greyhound and Trailways) are usually located within a couple of blocks of each other.
- Commission agent terminals in the smaller cities appear to operate with more flexibility, and may provide a contact point for encouraging more innovative services in local areas. On the other hand, the larger, company owned terminals in the metropolitan areas operate at a scale that may offer benefits for governmental assistance in providing consolidated operations to directly interface various modes, different companies, and local access services for passengers and shippers.

Alternatives for State Action

As an interested but neutral third party, the Tennessee Department of Transportation may be asked to assist in addressing some of the issues described in the previous section. The basic question which the Department-and other state government agencies is dealing with is what, if anything, can be done at the state and/or local levels to improve the situation for both intercity bus users and providers.

Under the existing regulatory climate, there are actions which can be taken against bus companies for failing to "give convenient efficient service". Namely, a certificate can be revoked, altered

or suspended by the Public Service Commission (TCA 65-1514). Rule 1220-2-1-.24 (1) states that "all passenger carriers shall maintain suitable and adequate terminal facilities at the termini of the route and at the main stations on the route." Failure to do so presume carries the same liability as failing to give convenient efficient service, although it is not clear how "suitable and adequate" are defined and/or measured, and whether or not the PSC has had the resources necessary to insure that the carriers are fulfilling their obligations.

Policing and regulating the bus companies in the public good has been the primary involvement at the state level in the inter-city bus industry. Indepth analysis of some of the issues described in the previous sections may indicate that changes in the type and amount of government involvement are necessary if intercity bus services are to remain viable as an alternative to the traveling public. Changes in the nature of the regulations applied to the industry, and possibly a lessening of the constraints imposed by those regulations, is one way to respond to the current situation facing the industry. The State of Tennessee may want to also consider other types of involvement to encourage innovation or assist in lessening the adverse impacts if service restructuring occurs.

In additions to changes and/or reductions in regulatory involvement by government, several type of financial assistance could also be implemented through state or local government. The general categories of this assistance, and some examples for each one follow.

Provider-side Subsidies

- Provider-side subsidies include all forms of financial assistance from federal, state, or local governments that go directly to the firm or company providing the transportation service. Provider-side subsidies are generally of three types; deficit subsidies, input subsidies, or output subsidies.
- Deficit subsidies are paid to the company or firm providing the service to make up the difference between revenues collected from the actual users and the costs to the company of actually providing the service. These subsidies often vary with the fare policy, which is usually set the subsidizing agency. Example of deficit subsidies include Michigan's operating assistance through purchase of service agreements.
- Input subsidies involve the purchase or provision of specific items needed by the company in providing its services. Terminals, equipment and vehicles are examples of input

subsidies. Tax relief or reduction for those taxes on input such as fuel or tires may also be input subsidies even though they do not involve actual payment to the transportation provider. Examples of input subsidies are Michigan's purchase of terminals, signs and buses, and Oregon's purchase of shelters and signs.

- Output subsidies include forms of financial assistance that are paid based on specific units of output. Payment of the subsidy is usually based on a formula that establishes a set amount per unit of service offered or consumed. Tax relief on consumption taxes may also be considered a form of output subsidy. New York provides some financial assistance in the form of an output subsidy, based on set formulas.

User-side Subsidies

- User-side subsidies are paid by the governmental unit providing financial assistance directly to the consumer of the transportation service. Current user-side subsidies often involve particular target groups such as the elderly or economically disadvantaged.
- User-side subsidies generally operate through the purchase of tickets or coupons at reduced rates by eligible users. These tickets or coupons can then be used for selected transportation providers, who in turn redeem the ticket with the subsidizing agency for the full value of the ticket or coupon.
- The user-side subsidy has the affect of lowering the fare for those using reduced fare tickets, which should increase demand and/or make services affordable for selected market groups.
- A number of states provide user-side subsidies to target population groups. This form of subsidy is currently used, in one form or another, in many social service transportation operations.

Marketing

- Marketing programs may actually be considered a type of input subsidy. However, staffing and other resources used in the marketing effort ordinarily remains directly under the control of the subsidizing governmental agency.
- Marketing programs conducted at the state or local level for the intercity bus industry in general may well be worth the investment since little marketing is done by firms other than Greyhound or Trailways system members. Survey results during the study indicate that public awareness of the various forms of intercity bus service is not great, and

little has been done to try and increase the utilization of the current service structure. Any additional ridership gained from marketing represent a financial gain to carriers operating services with substantial excess capacity. In addition, intercity bus marketing could increase general public awareness of and support for all forms of bus services.

- Michigan has tried to increase public awareness of intercity bus services by providing public service announcements in various media emphasizing the energy benefits of bus transportation. As noted in a previous section, North Carolina has also begun a marketing effort financed primarily through contributions from the various bus companies.

Technical Assistance

- Technical assistance from the state, although not strictly a subsidy, may be a valuable form of governmental assistance for smaller intercity bus companies. Technical assistance can be viewed as an initial step if any of the above forms of financial assistance were selected and implemented.
- Even without other forms of financial assistance, technical assistance programs could help intercity bus companies in dealing with local governments, route and schedule changes, and understanding information about their markets. This study can be considered an initial effort by the Tennessee Department of Transportation to provide technical assistance since the information and results available through the study can be used by a number of public and private organizations involved in intercity bus services.

As stated at the outset of this section, the preceeding discussion of several intercity bus policy issues and description of potential forms of governmental assistance is provided for information purposes only. More indepth analysis would be necessary to fully understand the implications of various actions that could be taken by state and local governments to help maintain intercity bus services.

